



North Sound BH-ASO

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NORTH SOUND BEHAVIORAL HEALTH ADMINISTRATIVE SERVICES ORGANIZATION Position Description

TITLE:	Information Technology (IT) Support Technician
REPORTS TO:	Information Technology (IT) Administrator
ASSIGNED TEAM:	IT Team
FLSA STATUS:	Exempt
CLASSIFICATION:	Grade 35

North Sound Behavioral Health Administrative Services Organization values and seeks diversity, equity, and inclusion as integral to the behavioral health field. We support, embrace, and celebrate everyone's uniqueness, promote inclusion, and commit to remove systemic barriers that affect our workforce, our providers, and the people that receive behavioral health services.

JOB SUMMARY

This position provides support to North Sound Behavioral Health Administrative Services Organization (North Sound BH-ASO) end users on a variety of computer system related issues by assisting the Information Technology (IT) group with troubleshooting, configuring, and deploying desktop hardware and software to agency computers.

ESSENTIAL JOB FUNCTIONS

1. Function as TIER I Desktop Support Technician (DST) and provide high level customer service.
2. Function as a System Admin as needed to assist the Network Administrator.
3. Maintain and update conference room equipment and assist in meeting readiness.
4. Repairs North Sound BH-ASO's network including user workstations, servers, desk and mobile phones, switches, APs, Servers, and other network devices as tasked.
5. Answers questions or resolve computer problems for customers via in-person, phone support, email, or written instruction.
6. Sets up equipment for customer use, ensuring proper installation and documentation.
7. Installs, maintains, supports, troubleshoots operating systems and a wide variety of software applications, peripheral devices, and network connectivity issues.
8. Engages hardware and software vendors when required to provide end user support.
9. Performs hardware diagnostics, executing repairs to a necessary conclusion.
10. Stages asset management of computer equipment, peripherals, and network equipment.
11. Is familiar with the upkeep, management, and updating of VoIP phone Systems (Elevate/Teams), Veeam Backup, client system imaging, Windows Desktops and Laptops, iPhones and MDM, Windows Server 2016 to 2022+, Virtualization with VMWare (VXRail), and Microsoft Office365 Administration and client support, Cisco Meraki infrastructure and security devices, and QuickBooks.
12. Maintains comprehensive documentation of network and system configuration, IT processes, procedures, end user instructions, problem resolutions, and others as instructed.

13. Maintain IT Infrastructure adherence to HIPAA/42CFR, HCA/WaTech and NIST Security Standards and best practices as required.

OTHER JOB FUNCTIONS

1. Attend staff meetings, training courses, and seminars as requested.
2. Performs other duties and special projects assigned.

QUALIFICATIONS

Knowledge Of:

- Microsoft Office and Office365 administration.
- Windows 10, Windows Server, MacOS and Linux Server administration in a domain environment.
- Supporting HP and RICOH network printing environments.
- Troubleshooting common hardware/software issues.

Ability to:

- Meet deadlines and adjust to changing priorities.
- Follow instructions, work autonomously, and collaborate in a team.
- Gain fresh skills and knowledge when facing new challenges.
- Strong troubleshooting and critical thinking skills.
- Positive and professional demeanor.
- Attention to detail.
- Excellent verbal and written communication skills.
- Ability to work as part of a team in potentially stressful situations, maintaining composure and sense of humor in the face of heavy workload and constant interruption.

Education and Experience:

- High School diploma or equivalent required. Associates degree in IT/IS, business, or another related field preferred. Industry standard certifications a plus.
- Experience providing computer/software technical support to end-users sought. Customer service experience required.
- Advanced PC skills including Microsoft Office and Operating Systems.
- An equivalent combination of training and/or experience that meets the required abilities.
- Previous experience in IT, customer service, or other related fields.

License and Certification:

- Valid Washington State driver's license and proof of insurance at the time of hire and vehicle available for work-related travel.

WORKING CONDITIONS/PHYSICAL DEMANDS

Work is generally performed in an office environment. Duties involve travelling to other locations to attend meetings and conduct work. Travel outside the local area may be needed to attend seminars or conferences. Duties may include occasional evening meetings. Position requires sitting in meetings or at a desk or computer for extended periods. On occasion, duties will require carrying supplies/materials up to 15 pounds from vehicle to building for meetings and presentations. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility but should not

be considered an all-inclusive listing of work requirements. Individuals may perform other duties assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

Employee signature below constitutes the employee's understanding of the requirements, essential functions, and duties of the position.

Employee Signature_____ Date_____

Manager Signature_____ Date_____