



JOB DESCRIPTION

JOB TITLE: HELP DESK SUPPORT SPECIALIST
EXEMPTION STATUS: Exempt Non-Exempt
REVISED DATE: January 2022

SUMMARY: Under the direction of Director of Information Systems, the Help Desk Support Specialist is responsible for the troubleshooting and technical support to faculty/staff for computer hardware, software, mobile devices, telecommunications and other technology products and services. Handles requests for assistance from various sources via telephone, email, and in person. The Help Desk Support Specialist provides advice and guidance to people with varying levels of technological competency. Collaborates with other staff and leadership team members to facilitate a resolution as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide technical and troubleshooting support related to computer software, hardware, mobile devices & other technology products and tools to staff /faculty.
- Diagnose technology issues, resolve issues immediately or escalate to appropriate support staff by telephone, email, in person or through remote interaction with user's workstation.
- Perform account management functions including, but not limited to, unlocking user accounts, re-enabling computer accounts, password resets, and user identity verification.
- Deploy software updates.
- Maintain strict privacy policies, following HIPAA and FERPA regulations.
- Remain informed about policies and guidelines, and assist with compliance.
- Assist in the development of technical support and procedural documentation.
- Assist in the maintenance of the Help Desk web presence.
- Document and log technical problems as appropriate.
- Use word processing and graphics software to format and generate a variety of complex materials including correspondence, memos, reports and presentations.
- Process submitted forms, confirming proper administrative approval and granting access to administrative services and file storage when appropriate.
- Receive and direct telephone calls for support staff members.
- Remain informed of technological developments.
- Perform other related duties as assigned
- Work with employees in the clinics and internal teams, from diverse backgrounds and educational levels

EDUCATION REQUIREMENTS:

- Associate's degree preferred, with at least 5 years technical, customer service experience

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of computing functions for Windows-based PCs; basic knowledge of Mac computers.
- Knowledge of basic software packages, such as Microsoft Office products, Adobe products, content management systems, and learning management systems.
- Intermediate TCP/IP networking knowledge and troubleshooting skills.
- Ability to work with people of varied technological skills.
- Ability to design and develop basic technology-based instructional training materials.
- Ability to understand instructional and technical processes, products or concepts, and communicate them effectively to a non-technical audience.
- Ability to understand and apply general policies and procedures.
- Ability to work productively on several projects simultaneously.
- Ability to maintain confidentiality.
- Ability to use rigorous logic and methods to solve technical problems with effective solutions.
- Ability to demonstrate effective communication skills in both written and verbal formats.
- Possess strong interpersonal skills and commitment to customer satisfaction.
- Ability to work and communicate with various vendors for a number of different medical devices and software programs.
- Ability to perform under general supervision.
- Must possess a valid driver's license and be willing to use your personal vehicle to travel to the supported clinics. (Mileage will be reimbursed)

PHYSICAL DEMANDS:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Must be able to move and position into tight spaces or under desks on a regular basis.
- Must be able to lift and move equipment weighing up to 40 pounds to various locations on a regular basis.
- Must be willing to use personal vehicle to drive to the various clinic locations on a regular basis. (Mileage will be reimbursed)

DISCLAIMER: The above statements and performance expectations are intended to describe the general nature and level of work by individuals assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, skills, and abilities required by personnel so classified.

I have received information regarding ETSU Physicians & Associates Policies and Procedures and understand how to access them on-line.

I understand and agree that in the performance of my duties as an employee of ETSU Physicians & Associates, I must hold information of a confidential nature in the strictest of confidence. I must not use or disclose any Protected Health Information other than as permitted by HIPAA requirements. I understand that any violation of the HIPAA policies may result in disciplinary action, which may include termination.

Management has the right to revise this job description at any time. The job description is not a contract for employment, and either you or ETSU Physicians & Associates may terminate employment at any time, for any reason.

By signing below, I acknowledge that I have reviewed this job description and will comply to the best of my ability.

Employee Signature

Date

Supervisor's Signature

Date

Human Resources Director

Date