



# Bond Community Health Center, Inc.

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## JOB DESCRIPTION

<b>POSITION:</b>	IT Support Specialist
<b>DEPARTMENT:</b>	Information Technology
<b>REPORTS TO:</b>	IT Administrator
<b>COORDINATES WITH:</b>	All Departments
<b>CLASSIFICATION:</b>	Exempt

### POSITION SUMMARY:

IT Specialist maintains and monitors end-user workstations and productivity on local area network. Perform a variety of maintenance, software installation, end-user support and training tasks to ensure end-user workstations and network performance meet company and user requirements. Provide support to staff on all company-supported applications. Troubleshoot computer problems, determine source, and advise on appropriate action. Complete application project-based work. Perform responsibilities in accordance with all company standards, policies, and procedures.

### ESSENTIAL RESPONSIBILITIES:

- Assure continuity of the computer system for all system users.
- Research software products and applicability to organizational environment.
- Repair hardware as necessary and work closely with service vendors to ensure continuity of service.
- Provide technical assistance and advice to users as needed.
- Recommend changes in software and hardware to improve computer capabilities.
- Assist in implementing practices that will more effectively utilize MIS resources.
- Identifies and procures the hardware and software needed to satisfy user requirements.
- Installs hardware and peripheral components such as monitors, keyboards, printers, and disk drives on users' premises.
- Loads appropriate software packages such as operating systems, networking components and office applications.
- Coordinates activities with network services and information systems groups.
- Connects users to networks and provides initial training in facilities and applications.
- Administers e-mail and anti-virus systems.
- Administers end-user workstations and supports end-user activities utilizing TCP/IP on a primarily Microsoft Windows-based local area network (LAN).
- Investigates user problems and identifies their source; determines possible solutions; tests and implements solutions.
- Performs and/or oversees software and application installation and upgrades.
- Maintains site licenses for department/organization.
- Plans and implements network security, including maintaining firewalls, configuring VPN, managing host security, file permissions, file system integrity, and adding and deleting users.
- Troubleshoots networks, systems, and applications to identify and correct malfunctions and other operational difficulties.
- Develops and conducts various training and instruction for system users on operating systems and other applications; assists users in maximizing use of networks and computing systems.
- Provides computer orientation to new and existing company staff.
- Performs other duties as may be assigned.

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**QUALIFICATIONS:**

- Bachelor's degree in computer science or related field.
- Five or more years IT related experience.
- 1-2 years help desk experience
- Ability to communicate technical information to nontechnical personnel.
- Ability to install, configure and maintain personal computers, networks and related hardware and software.
- Knowledge of computer and/or network security systems, applications, procedures, and techniques
- Ability to learn and support new systems and applications.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Strong interpersonal skills.
- Ability to adapt to changes in the work environment manages competing demands and can deal with frequent change, delays, or unexpected events.
- Ability to identify and resolves problems in a timely manner and gathers and analyzes information skillfully.
- Manages difficult customer situations, responds promptly to customer needs, and solicits customer feedback to improve service.

**PHYSICAL DEMANDS**

- Normal, corrective vision range; ability to see color and to distinguish letters, numbers, and symbols.
- Frequently required to sit, stand, walk, talk, hear, bend and reach.
- Ability to reach with hands and arms.
- Occasionally lift and/or move up to 50 pounds.

**SUPERVISION RECEIVED:**

- IT Administrator

**SUPERVISION RENDERED:**

- None

**COMPLEXITY:**

- Ability to work independently while adapting to and applying changing rules and regulations, as well as to develop and implement policies and procedures and supervise staff.

**INTERPERSONAL CONTACTS:**

- Ability to work well with public, professional/clinical staff/other staff and outside agencies as necessary.

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**RESPONSIBILITY FOR CONFIDENTIAL MATTERS:**

- Responsible for holding all matters relating to patient care and activity confidential. Breach will lead to disciplinary action up to and including immediate dismissal.

**THE EFFECT OF ERRORS:**

- Errors could expose the Center to liability, embarrassment, and loss of revenue.

**HOURS OF WORK:** 40 hours minimum.

**SALARY RANGE:** As specified in the Notice of Hire.

My signature indicates that I have reviewed this job description with appropriate BCHC staff, and I understand the expectation identified above.

Employee Name (Please Print): \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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