

Helpdesk Technician

Policy Pos 10.1

Maintains Confidentiality In Respect To All Hospice Matters

POSITION SUMMARY:

Provides Helpdesk and Information Technology support to all staff.

RESPONSIBILITIES:

- Troubleshoot computer and network problems to determine source, and relay appropriate actions to resolve issues
- Deploy, support, and troubleshoot cell phones and Smartphone
- Trains staff regarding Information Technology systems
- Educates staff on technology, equipment, and software
- Educates staff on, and monitors corporate technology security and acceptable use policies
- Provides field and telephone support for staff on technology issues; software, hardware, and connectivity
- Works with vendors to troubleshoot and resolve issues
- Creates Helpdesk work orders for requests and maintains log of calls and existing issues
- Brings unresolved issues to Director of Information Technology or senior management
- Provides remote and on-site Helpdesk support for all Stein Hospice locations
- Provides after hours support for Helpdesk requests as required on scheduled rotation including weekends
- Train and support staff on cell phones and Smartphone
- Maintains voice mail system for staff setup and support
- Maintains confidentiality of Stein Hospice H.R. and patient information
- Adheres to Stein Hospice Corporate Compliance Plan
- Ensures technology compliance with industry and HIPAA regulations
- Other duties as assigned

QUALIFICATIONS:

- High School Diploma
- Excellent computer and troubleshooting skills
- Excellent communication skills
- Knowledge of office productivity software such as Microsoft Word and Excel
- Knowledge of Microsoft based operating system
- Commitment to the philosophy, goals, and objectives of the hospice concept and willing to expand knowledge and capabilities in the field of hospice
- Outstanding judgment and discretion in dealing with highly confidential information consistent with HIPAA and Stein Hospice's Confidentiality Statement
- Is organized in work habits and has proven attention to detail
- Ability to learn healthcare industry specific terms and software
- Must be licensed driver with an automobile that is insured in accordance with state and organization requirements and is in good working order.

CONFIDENTIALITY AND HIPAA STATEMENT

All workforce members are required to understand and adhere to the standards and policies of Stein Hospice, which relate to the use and disclosure of personal health information, and seek guidance and training when necessary to resolve questions about the standards and policies.

ACCOUNTABILITY:

Directly accountable to the Director of Information Technology
My signature confirms that I have read and understand this position description.

Signature

Date