

**The Summit Health
Competency Based Job Description**

Position Title: Desktop Support Specialist	Department: Information Systems
Dept Approval:	HR Approval:
<p>Position Function: Under the direction of the Desktop Support Shift Manager configures, installs and supports end user computing solutions (i.e., hardware, software, printers, computer carts, phones, and other approved end user hardware peripherals such as bar code readers, AV equipment, patient phones, patient television components, etc.). Performs cabling (voice/data) installation according to the established Summit Health standards. Provides primary level 1 support for the IS Help Desk and maintains the 7x24 staffing and support of the IS Help Desk function. Develops and demonstrates an understanding of internal customer needs. Maintains the Help Desk software tools, associated customer database and desktop support tools (i.e. deploy, remote support, etc.) . Timely escalates all computer/IS infrastructure issues to level 2/second level Information Services staff to resolve, using appropriate communication channels, on call and escalation procedures to assure timely issue resolution. Is responsible for responding to user problems in a timely and efficient manner. Develops and maintains positive, effective working relationships with the user community. Must possess excellent customer service skills, communication skills and professional phone etiquette. For those DSS staff members that possess basic telecommunication support competencies and are assigned to fulfill these additional duties: performs telecommunications/PBX moves, adds, changes and support of those associated systems and tools (i.e. PBX, Symposium, Optivity, Meridian Mail, Call Pilot, etc.) according to the established Summit Health standards. Any major telecommunication/PBX project will be collaboratively lead by the Manager, Network Communications.</p>	
Qualifications and Standards	
<p>Education: Formal Education and Training - Bachelor's degree in a computer related field with no experience, Associate Degree in Computer Science or related field with 2 years of end user technical support or if no degree 4 years of progressive end user technical support preferred. Informal or Continuing Education - As appropriate to maintain knowledge and skill level. For DSS/Telcommunications Support Track: In addition to the above formal education, Associate Degree in Telecommunications or related field with one year prior telecom experience or the equivalent of three (3) years prior telecom experience preferred. Telecom experience is in a telecom technology support role that includes cabling, moves/add/changes, etc. Informal or Continuing Education - As appropriate to maintain knowledge and skill level.</p>	
<p>Experience: Experience applying customer service behaviors and communication skills required. Minimum of two years of experience in a personal computer support role with an in-depth knowledge of personal computing hardware, software, voice/data cabling installation based on current standards, and associated desktop implementation/support tools preferred. Demonstrated experience with configuration and implementation of desktop hardware (PCs, laptops, printers, etc.). Must possess a solid knowledge of the Windows desktop operating system environment (Windows 2000/XP), IP addressing, TCPIP, etc. as well as an overall understanding of networking and client server basics. Knowledge and expertise with telecommunication support, PBX infrastructure (moves, adds, changes, etc.) and voice/phone system support a</p>	

plus. Knowledge of PC applications such as Word, Excel, Access or other off-the-shelf word processing, spreadsheet or database management applications is required. Knowledge of Internet Explorer/Browser, Internet concepts and multiple operating system. Knowledge of Microsoft Technet or similar knowledge tools necessary for desktop support and troubleshooting. Experience in asset management and remote control desktop support tools as well as computer imaging technologies required.

Certifications/Licensure: A+ Certification or Microsoft Certified Desktop Support Technician recommended but not required. A valid driver's license is required.

General Requirements

The following requirements are expected of all employees:

Core Values: Integrity, Compassion, Excellence, Service

Annual Health Screening with Infection Control and Blood Borne Pathogens Education

Safety Awareness: Hospital Fire, Safety, and Disaster Procedures

Confidentiality: Maintains Employee and Patient Confidentiality.

Attendance: Regular attendance is an essential function of the position

Leadership Standards:

Character: Attitude, Integrity, Role Modeling

Job Performance: Results Orientation, Customer Focus, Decision Making, Awareness

Interpersonal Skills: Communication, Relationship-building, Team Player, Celebration

Innovation: Breakthrough Thinking, Knowledge-Building/Sharing, Coaching/Empowering, System Vision & Management

Physical and Mental Requirements: Classified as medium work by the Dictionary of Occupational Titles: May exert 20 to 50 pounds of force occasionally and/or 10 to 20 pounds of force frequently and/or greater than negligible (up to 10 pounds) force constantly in order to move objects.

- Frequently stands and walks throughout hospital on carpeted or tiled surfaces.
- Frequently sits on hard or cushioned chair.
- Occasionally lifts, carries, pushes or pulls up to 50 pounds for distances up to 100 feet.
- Occasional bending, twisting, reaching, squatting and kneeling during normal shift.
- Visual acuity with color perception to view computer screen and decipher fine print.
- Auditory acuity sufficient to hear normal voice tones, detect normal computer tones and malfunctioning equipment and hear overhead pages and telephone conversations.

Mental Demands - Possess good general mental health, ability to work under pressure, ability to communicate effectively in both written and verbal form. Must establish priorities among the essential functions of the job and coordinate these functions with others. Must possess the ability to speak, read and write the English language and be able to formulate clear, concise documentation (both technical and non-technical) with non-technical users. Must be able to manage complex projects in a timely, organized, well-thought-out process. Must be able to clearly articulate system/computer applications to non-technical personnel and possess the ability to handle difficult/sensitive situations with ease and professionalism. Must have the ability to work independently and have a strong sense of organization, critical thinking/troubleshooting skills,

time management and the ability to work in a fast-paced environment/usually with a tight deadline. Must have high analytical ability to solve technical problems.

Working Environment: Normal office environment with occasional exposure to Data Center environment of cool temperatures and machine noise.

Reporting Structure: Formal Reporting and Relationships - Reports to Desktop Support Shift Manager for their respective shift. In their absence, reports to the Director, Information Systems Management.

Informal Reporting and Relationships - Plays a significant role in solving problems and improving methods for the end users as it relates to the desktop hardware and PC-based office automation applications, etc. Assists the user community in improving their desktop information management processes, support of desktop tools and associated processes. Establishes and maintains positive working relationships with co-workers, users, Medical Staff and the public. Is expected to work in a team fashion with all other customers (both internal and external) to achieve and maintain Hospital/Summit and strategic goals. Must achieve and maintain an overall understanding of all the applications/end user hardware/tools the Desktop Support group supports to provide effective end user and help desk support, which includes resolution of help desk calls or accurate assignment/escalation of IS help desk tickets and initiation of timely notification to on-call IS support staff if needed. Is expected to make themselves available to the user at the site where the user is located when necessary to resolve issues or perform implementation/support.

Disclaimer: These essential job functions are requirements of the position which must be performed either with or without reasonable accommodation. The essential job function list is intended to be a guide rather than a limitation. The Chambersburg Hospital possesses the right to add new responsibilities to the list as business demands dictate. Some of the essential job functions may exclude individuals who pose a direct threat/significant risk to the health and safety of themselves or others.

By identifying essential job functions, we are in no way stating or implying that these required tasks are the only activities that are to be performed by the employee occupying this position. In addition, employees will also be expected to follow any other job-related instructions and to perform any other job-related duties that are included in the job description. The preceding requirements represent only the minimum acceptable levels of knowledge, skills, and/or abilities that a job incumbent must possess; in order to perform the job successfully, the incumbent will possess additional aptitudes so as to perform the other duties that the job description entails.

Revised Date: 07/15/2014

Essential Functions and Responsibilities **Unit Based Essential Functions and Responsibilities**

Core Values: Service, Integrity, Compassion

1. Demonstrates service excellence and patient and family centered care by showing respect, honesty, fairness and a positive attitude toward all customers.
2. Maintains confidentiality.
3. Demonstrates dependability, to include attendance and punctuality.
4. Is accountable - takes initiative and ownership of issues.

5. Displays a professional demeanor. Represents hospital in a positive way. Has a compassionate working relationship with patients and families.
6. Assumes personal responsibility for 2-way communication. Communicates and listens effectively with patients, families, coworkers, other departments, physicians/providers and community.
7. Supports coworkers, initiatives and a patient and family centered philosophy; pitches in; does own part and helps others.
8. Works to continuously improve work environment/processes (Performance Improvement). Demonstrates a patient and family centered focus when considering/developing improvement solutions.
9. Represents willingness/enthusiasm to create, embrace and facilitate change.
10. Develops self and others; supports a learning environment; leads by example. Encourages patients and families to give feedback and suggestions for improvement.
11. Develops working relationships critical to the organization including patients, families, coworkers, other departments, physicians/providers and community.
12. Encourages others by providing recognition and support.
13. Improves employee and organization's performance by removing roadblocks and empowering staff to take ownership and to be self-directed.
14. Ensures that a performance improvement plan and/or disciplinary action is initiated where needed to assist employees to achieve performance standards.

Technical Excellence

1. Thinks critically; utilizes sound judgment; promptly reports potential risks.
2. Maintains state of art knowledge of area of specialty, healthcare trends and practice, and populations served.
3. Maintains a level of computer literacy appropriate to their role.
4. Meets and maintains current all unit specific and organizational skills/competencies, certifications/licensures, as required.
5. Completes hospital-required reviews, e.g. HIPAA, safety, health screening, care concerns, and others as assigned.
6. Adheres to National Patient Safety Goals.
7. Completes required reports (e.g. PI Dash Boards, benchmarks, etc.) on time.
8. Insures that 100% of all employees have current licenses, completed yearly health checks, CPR, orientation or re-orientation, where applicable.
9. Completes 100% of employee evaluations on time, in a thoughtful and constructive manner. For non-bargaining employees, follows established guidelines for recommended increases.
10. Displays ability and skill in budget development, monitoring, and remaining within budgetary limits. Flexes costs downward when necessary, especially when scheduling and monitoring hours worked.
11. Evaluates operations from a workflow perspective and responds appropriately, redesigns per customer needs and competitive benchmarks.

Job Specifics

1. Serves as a single point of contact for end user IS Help Desk needs. Serves as the primary resource for end user desktop support (i.e. desktop/laptop hardware, printer, cabling, wireless carts, bar code readers, desktop software technical support, approved end user desktop peripherals, phones/patient phones, AV equipment/television support, etc.). Utilizes positive customer service skills and professional phone etiquette in all instances. This is accomplished via the phone, when covering the Help Desk function, at the end-user's workstation when repairs/support are made, remote support tools, active participation in the Help Desk, etc.
2. Conducts initial research on end user problems (i.e. end user hardware, software, etc.), identify and evaluates the problem, troubleshoots and

facilitates suitable solutions with those involved, documenting the resolution, timely notifying the end user and closing out the help desk ticket. If applicable, entering the problem resolution into the Help Desk software resolutions database.

3. Provides primary support for the IS Help Desk functions, providing 7x24 coverage of the IS Help Desk function. Answers calls, accurate logs help desk support tickets (i.e. describing the problem, either completing or assigning ticket to appropriate IS resource, uses the appropriate help desk ticket logging processes/standards that have been established, escalates help desk issues when appropriate timely to level 2 support/vendor, uses the IS on call process appropriately, etc.). Answers or responds to end users questions regarding the status of open help desk tickets in a timely, helpful manner. Rotates coverage and weekend support of the Help Desk function to assure seven day a week, 24-hour day coverage of Help Desk function.
4. Configures and deploys any and all approved end-user computer hardware, peripherals and software applications. Performs initial hardware set ups and installation at end-user location. Installs software on end-user systems (such as operating systems, office automation applications and client server applications). Monitors and ensures adherence to Summit Health desktop standards, computing policies and procedures, and performs quality assurance on desktops prior to end user implementation.
5. Performs voice/data cable installations that are properly approved, according to the Summit Health standard, Assures effective cable management is maintained throughout Summit Health (i.e., all cables clearly labeled, pulled/installed, routed in the most efficient manner, etc.), in compliance with established Plant Operations protocols. Arranges for timely inspections of work to include the cabling permit signoff and closet inspection, patches holes and firewalls, completes proper cable management, replaces tiles, etc.
6. Maintains adequate inventory of various desktop support components that are in par level inventory (i.e. lengths of cables, key end user hardware components, ports, etc.) in stock according to the established departmental policy. Informs the appropriate Desktop Support Shift Supervisor when additional supplies or ports are needed providing locations, numbers or data jacks/ports required and time estimate of the request.
7. Maintains up-to-date end user hardware inventory documentation that includes specific end-user computer hardware and software package and their licensure. Maintains the application licenses' spreadsheets/database in collaboration with the IS Secretary to record accurate licensure that are in use or loaded.
8. Maintains and manages an accurate, up-to-date Help Desk software database (i.e. update customer listing, problem resolution, timely help desk ticket closure) in order to provide optimal customer service and support to the user community. Identifies the correct individuals to assign help desk tickets to assure timely resolution of help desk tickets.
9. Completes own individual help desk tickets in a timely and complete manner, updating the Help Desk software resolutions database if applicable.
10. Develops a working knowledge of department support structure to assist in proper help desk ticket assignment, issue communication/escalation, call triage and on call support processes. Alerts DSS Manager or other appropriate IS staff/managers to patterns and global problems that are reported through the Help Desk.
11. Organizes and is accountable for keeping up-to-date installation/desktop software/hardware documentation to include associated tools, common troubleshooting/resolution steps and disaster recovery/restore documentation (i.e. desktop imaging software). Follows the install instruction to enable standardization of the end user computing environment. Creates or revises procedures when needed to incorporate updates, promote efficient operations. Continually encourages operational improvement.
12. Plans and prioritizes workload in accordance with departmental goals and objectives. Performs and completes assignments; provides a consistent quality and quantity of work with minimal supervision. Seeks guidance and direction as necessary. Prioritizes workload daily to assure that important deadlines are met (tasks and support needs) and projects are completed within established timeframes. If deadlines cannot be met, informs immediate supervisor in advance of the deadline. Meets and achieves deadlines as assigned, managing the resources that are provided efficiently.

13. In coordination with the respective departmental users, notifies and coordinates all desktop hardware installs and customer support needs in a timely, customer-friendly manner, providing prompt communication to the user on the status in conjunction with the Help Desk.
14. Maintains proficiency with the use of end user hardware support tools, software support tools and Help Desk support tools (i.e. TechNet, software deploy tools, desktop remote access tools, etc.). Supports and assists in the continual maintenance of the Help Desk tools as new applications, servers or ender user hardware are added or new problems/resolutions are learned.
15. Provides input to the preparation of project plans to assure required tasks, resources and timelines are identified to support the project. Prepares regular project status reports and keeps their respective manager, the project manager or department/module team leader aware of the project status.
16. Establishes priorities regarding information requested and uses the appropriate departmental infrastructure (i.e., IS Project request process, Report request process, Systems Selection process, Help Desk process, etc.) to assure user requests and projects are aligned with the Summit Strategic Plan, IS Strategic plan, IS priorities and the approved IS budget.
17. Develops a general working knowledge of the applications/end user hardware/tools the Desktop Support Specialist group supports and maintains a baseline proficiency for effective end user and help desk support, which includes resolution of help desk calls at the time of call, or accurate assignment/escalation of IS Help Desk tickets and initiation of timely notification to on call IS support staff, if needed.
18. Participates in the testing and validity of hardware upgrades, new end user hardware, system enhancements/upgrades, develops test plans, tests patches and works with end users to test, install, support and maintain end user hardware and desktop software.
19. Trains and orients new IS staff members to the Help Desk function and application.
20. Performs periodic reports, studies or updates of Help Desk/support measurements such as daily calls received/volume statistics, trends, etc as requested.

DSS/Telecommunications Track (N/A for all other DSS Staff):

21. Provides telecommunication and related application technical support to end users and coordinates ongoing maintenance efforts for all equipment that is supported (i.e., station headsets, analog/digital telephone lines, wireless telephones, inhouse beepers, overhead paging, etc.).
22. Coordinates and executes, with proper approvals, initial phone and modem line set-ups and installation, maintaining established standards, procedures and creating the necessary documentation.
23. Executes all data and telecommunications requests with proper approvals. Coordinates all activities with telecom and related outside vendors. Provides review and input for telecommunications bills and performs departmental expense coding in conjunction with the Director, Information Systems.
24. Provides training and technical expertise on usage of phone equipment and voice mail system
25. Maintains accurate, up-to-date inventory and associated inventory documentation of internal/external telephones, internal/external pagers, telecom lines/types, capacity statistics and adds/changes/deletes with vendor and associated telecommunication devices/components.
26. Organizes and is accountable for keeping up-to-date telecommunication documentation to include diagrams, common troubleshooting tips/resolutions, installation, maintenance, backup, disaster recovery, etc. Makes recommendations to update any relevant departmental or organizational policy and procedure as appropriate.
27. Performs telecommunication end user support activities. In coordination with the respective departmental users, notifies and coordinates all circuit installs/downtime in a timely, customer-friendly manner, providing prompt communication to the user on the status.
28. Executes telecommunication requests for circuitry, phones, fax lines, modem lines or other communication devices through the Information Services Help Desk.