

## **JOB DESCRIPTION**

**Position:** IT Site Manager  
**Department:** IT/Black Hawk Health Center  
**Supervisor:** Health Director  
**Supervises:** Clinical Applications Coordinator  
**FLSA:** Exempt  
**Status:** Full – Time Permanent  
**Grade:** 99

### **POSITION SUMMARY:**

Responsible for performing network and technical work in providing computer services and office automation support related to implementing and maintaining personal computer systems, local area networks, client workstations, network components, and other automation equipment and devices. Incumbent is assigned technical responsibilities involving the implementation and maintenance of various types of computer systems and related equipment and software.

### **DUTIES AND RESPONSIBILITIES:**

- ❖ Diagnose and troubleshoot problems with applications, software, client workstations, servers, network components, office automation equipment and devices, and related systems and devices; identifies causes and resolves technical problems.
- ❖ Maintains client workstations, regularly executes disk scans to check for file, folder or disk errors; defragments hard drives for optimum performance; performs virus scans and cleans peripherals, such as monitors, keyboard, and mouse; coordinates network systems
- ❖ Test and implement new applications and software; develops instructional guides or provides group or individual user training as needed; assists users in the operation and application of available equipment and network systems
- ❖ Serves as a specialist in the various electronic data processing systems utilized for various program areas; makes recommendations regarding training and equipment needed for office automation; maintains

security of computer identifications and/or passwords; changes tapes as needed

- ❖ Produces reports as needed; and transports or delivers documents or equipment
- ❖ Network (LAN/WAN) Administration and Support • Provides training on network and personal computer software applications to program personnel • Ensures that security policies are adopted and implemented in order to assure confidentiality serves as the local information security officer • Maintains the internal network and troubleshoots, corrects and reports on all networking problems to the Health Center Director • Assists with policy and procedure development of user manuals for all LAN software and hardware and updates them as necessary
- ❖ Maintains the Black Hawk Health Center's RPMS and EHR systems including hardware, software, and application programs. Recommends support system software is required, performs feasibility studies.
- ❖ Specialized knowledge of RPMS systems and their operation on a variety of operating systems including AIX, and Windows Server platforms as well as modifications to RPMS systems using Cache and Ensemble software.
- ❖ Participates in workshops, seminars, conferences and other training on computer systems, networks and office automation devices; keeps abreast of current technology and improvements
- ❖ Assists in the development and placement of new forms and documents on the system
- ❖ Prepares letters, memorandums, and reports
- ❖ Other tasks as assigned

### **KNOWLEDGE, SKILLS AND ABILITIES:**

- ❖ Knowledge of RPMS, EHR, Patient Registration, local area networks, office automation software, and related equipment and devices
- ❖ Knowledge of computer maintenance requirements and procedures
- ❖ Knowledge of data processing concepts and procedures
- ❖ Knowledge of data base structures and applications systems
- ❖ Knowledge of modern office administrations
- ❖ Ability is required to analyze and evaluate computer systems

- ❖ Ability to install and maintain computer networks
- ❖ Ability to establish and maintain effective working relationships
- ❖ Ability to exercise good judgment in evaluating situations
- ❖ Ability to follow oral and written instructions
- ❖ Must communicate effectively

**EDUCATION AND EXPERIENCE:**

Bachelor's degree and five years in the operation or maintenance of a computer network, and three years health center IT experience; or completion of a technical school or vendor training in the area of Computer Operations/Networking Technology; or professional certification. Must be MCSE certified or equivalent thereof.

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**Employee's Signature**

**Date**

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**Supervisor's Signature**

**Date**