POSITION: INFORMATION TECHNOLOGY ANALYST
DEPARTMENT: INFORMATION TECHNOLOGY
STATUS: FULL-TIME, NON-EXEMPT

POSITION SUMMARY: Under the direction of the Director of Information Technology.

Essential Duties and Responsibilities include:

- Contributes to the collaboration of health professionals and members of the health care teams in order to support the patient to attain health goals.
- Works closely with the IT Director, all system users and 3rd party consultants and vendors to promote efficient use of the various systems managed by the IT Department
- Consults with users to identify current operating procedures and to clarify program objectives
- Writes documentation to describe custom configuration of applications and operating procedures to liaison with 3rd party application development consultants.
- Installs software and hardware and tests and trains users on new voice and data applications and processes, or directs vendors in these activities.
- Sets up new or advanced work stations at any T.H.E. site as needed
- Ensures proper data security, backup and storage processes are in place and accomplished regularly.
- Monitors and analyzes clinical systems performance and health; makes recommendations based on industry best practices.
- Ensures all critical systems are backed up and Disaster Recovery tested, including regular email and file recovery testing.
- Utilizes professional IT practices such as system testing and auditing to ensure system integrity.
- Monitors and analyzes clinical systems security in accordance with HIPAA regulations.
- Develops plans and solutions based on the unique user needs in relation to the clinical systems.
- Produce reporting and informational documentation on the health of the various clinical systems
- Administer Phone System, make recommendations as needed to ensure optimal performance
- Work with vendors to ensure all IT systems and devices are performing optimally.
- Ensure all users have the technical equipment and knowledge required to optimally perform their duties.
- Promote IT so that users get a sense of technical empowerment within clinical operations.
- Create technical ‘How-To’ documents for IT staff and users alike.
- Administer Active Directory including OU, User, Group, and Security auditing and maintenance along with IPAM, DNS and Asset Inventory.
- Ensure adequate security policies are in place and adhered to.
- Respond to escalation from users’ request for technical help (Help Desk and/or Desktop Support).
- Sets up laptops and projector for trainings and conferences.
- Performs other duties as requested or assigned.

**Qualifications and Experience Requirements:**

- Bachelor’s Degree in Computer Science or a related field (preferred)
- Certifications in Microsoft (MCP) or COMPTIA A+ or Network +
- Minimum of 3 years of computer network technology experience.
- Experience in the development and implementation of standards, procedures and guidelines to support operational processes
- Proven analytical and problem solving skills; able to articulate and convey complex problems into easily understood terms.
- Extensive knowledge of data processing, hardware platforms, and enterprise software applications.
- Ability to articulate and convey complex problems into easily understood terms.
- Solid project management skills with the ability to prioritize, meet deadlines, and manage changing priorities
- Proven ability to be flexible and work hard, both independently and in a team environment, in a high pressure on-call environment with changing priorities

**Physical Demands:**

The physical demands 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.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is occasionally required to stand; use hands to handle or feel objects, tools, keyboard, or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.