Position Title: Information Systems Technician I  
Department: Information Technology  
Supervises: None  
FLSA: Non-Exempt  
Salary Grade: 9  
Reports To: IT Supervisor  
Effective Date: 9/16  
Written by: Human Resources Department  
Approved by: CEO  

Mission Statement: It is our mission to improve the quality of life for the diverse communities of South Los Angeles and Southeast Los Angeles County by providing affordable and comprehensive health care and education in a welcoming and multi-cultural environment. We aim to lead the way in health care in South Los Angeles, as the premier provider and employer of choice offering comprehensive, high quality, affordable, efficient and culturally responsive services.

General Summary: 
Under the direction of the IT Supervisor the Information Systems Technician I provides hardware and software maintenance, training and consultation, and recommendations about future planning and development of resources. Is responsible for providing IT help desk support for 200 + users across 10 clinic sites.

Essential Duties: (*Essential Functions)
- Acts as a technical resource for personnel for the purpose of assisting in the use of various hardware and software
- Administers systems and servers related to organization LAN and WAN (e.g. email system, accounts, print queue, workstation ID, IP assignments, office computers, etc.) for the purpose of ensuring availability of services to authorized users
- Assesses malfunctions of hardware and/or software applications (server or local machine resident) for the purpose of determining appropriate actions to maintain computer operations
- Assists in the selection and installation of computers and network equipment for the purpose of meeting the technology needs of the organization
- Installs computer equipment, network (client and server) software and hardware on a variety of platforms (e.g. service packs, application software, operating software, hardware upgrades, etc.) for the purpose of upgrading and maintaining equipment and software
- Procures equipment, supplies and materials for the purpose of maintaining availability of required items and completing jobs efficiently
- Supports the installation of new computers and networking equipment (e.g. wiring, computer set-up, software configuration, etc.) for the purpose of upgrading and improving computer systems
- Utilize ticket tracking system to track time and communication for all activities
- Participate in technology projects (upgrades, rollouts, remediation, onboarding, etc).
- Work closely with and escalate issues as necessary to senior IT staff and Supervisor as appropriate.
- Manage equipment and software inventory.
- Perform routine desktop hardware support and repairs for clients.
- Prioritize second level support calls and troubleshoot, analyze and resolve when possible.
- Onsite field support & service as needed
- Coach and guide staff through basic computer tasks
- Provide problem resolution and support for end users and IT team members
- Lead minor projects as assigned
- Assist the infrastructure team with maintenance as directed
- Assist with documentation of network diagrams, basic PC checklists, etc. as assigned
- Work with IT vendors as needed
Job Specifications: (Knowledge, skills, abilities and experience normally required for competent performance)

Education and Knowledge
• High School Diploma or equivalent

Experience
• Must have minimum 2 year experience in related field
• Bilingual English/Spanish preferred

Skills and Abilities
• Good written, oral and customer service skills
• Excellent interpersonal, organizational, and project management skills
• Highly organized and work effectively with other IT team members

Licensure and Certifications
• None

TO APPLY: Send cover letter & resume to Human Resources at hr@scfhc.org or fax to (323) 432-4877

Deadline: Open until filled