

T.H.E. HEALTH AND WELLNESS CENTERS JOB DESCRIPTION

POSITION: IT Supervisor
DEPARTMENT: Operations
STATUS: Full-Time, Non-Exempt

POSITION SUMMARY: IT team lead is responsible for the day-to-day technical maintenance and operations of a portfolio of software applications. They maintain highly available systems, implement process automation, Optimize Operations team efficiency, Implement best practices, and Provide technical guidance.

Essential Duties and Responsibilities:

1. Coordinate team efforts to resolve service interruptions and other operational issues.
2. Lead troubleshooting, recovery, and root cause analysis efforts. Coordinating with application leads for advanced troubleshooting support.
3. Identify and present best practice recommendations to improve Operations, including automation.
4. 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.
5. Installs software and hardware and tests and trains users on new voice and data applications and processes or directs vendors in these activities.
6. Sets up new or advanced workstations at any T.H.E. site as needed.
7. Ensures proper data security, backup and storage processes are in place and accomplished regularly.
8. Ensure all users have the technical equipment and knowledge required to optimally perform their duties.
9. Create technical 'How-To' documents for IT staff and users alike.
10. Respond to users request for technical help (Help Desk and/or Desktop Support).
11. Produce reporting and informational documentation on the health of various clinical systems.
12. Monitors and analyzes clinical systems performance and health; makes recommendations based on industry best practices.
13. Complete Inventory/Asset management, ensure all IT equipment is asset tagged and keep track of asset tag inventory list.
14. Performs other duties as requested or assigned.

Education and Qualifications

- Bachelor's Degree in Computer Science or a related field (preferred)

- Minimum of 3 years of computer network technology experience.
- Experience in Healthcare IT (highly preferred)
- Experience with common MS Office Suite or Office 365
- Must have intermediate to advanced knowledge of current fundamental IT technologies
- Must have knowledge of various IT components including emails, firewall, client-servers, network security, network protocols, etc.
- Experience with computer and printer maintenance and repair.
- 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 ability to perform essential job functions.

Physical Demands:

The physical demands described here 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 stand, sit, talk or hear. The employee is occasionally required to use hands to handle, or feel objects, 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 close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Job Description Disclaimer

This position requires compliance with Health Center's written standards, including its Standards of Conduct and policies and procedures ("Written Standards"). Such compliance will be an element considered as part of the *QI Director's* regular performance evaluation.

Failure to comply with Health Center's Written Standards, which may include the failure to report any conduct or event that potentially violates legal or compliance requirements or Health Center's Written Standards, will be met by the enforcement of

disciplinary action, up to and including possible termination, in accordance with Health Center's Compliance Program Policy and Procedure.

I have reviewed and understand the job functions required of me for the position in employment with T.H.E. Clinic, Inc. I understand that T.H.E. Clinic, Inc. reserves the right to modify job duties or job descriptions at any time.