

**FULTON COUNTY MEDICAL CENTER
POSITION DESCRIPTION**

POSITION TITLE: Desktop Support Specialist

REPORTS TO: IT MANAGER

REVISION DATE: June 2009

I. POSITION SUMMARY:

Under the direction of the MIS Manager, is responsible for the first-level desktop support of the PC and Telecomm user community. The person is directly responsible for managing support requests, diagnosing and reporting problems (tracking them on an automated database application), troubleshooting and/or communicating problems to other support resources in a timely and responsive manner and following up with end users to ensure that the problem(s) are completely resolved.

II. EDUCATION REQUIREMENTS/LICENSURE/CERTIFICATION/REGISTRATION:

Associates degree in MIS or relevant experience required. Intermediate to advanced knowledge of PC's, printers, Windows, and Internet. Patience and excellent customer skills are essential.

III. CUSTOMER FOCUSED EXPECTATIONS (MISSION, VISION, VALUES)

While performing the essential functions of this position, the staff member must strive to keep the mission, vision, and values of the Fulton County Medical Center, and be committed to the improvement and best interests of the facility and the services the MIS Department provides.

IV. TYPICAL PHYSICAL DEMANDS (Subject to modification or accommodation as required):

1. Standing and walking 10-15% of the time, and sitting 85-90% of the time.
2. Occasional lifting and/or moving up to 25 pounds.
3. Hand-eye coordination, finger dexterity, functional visual ability, and depth perception.
4. Reach with hands and arms, climb or balance, stoop or kneel.
5. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
6. Occasional exposure to outside weather conditions.

V. TYPICAL MENTAL DEMANDS (subject to modification or accommodation as required):

1. Ability to read, analyze, and interpret common scientific and technical journals, financial reports, legal documents, and a variety of instructions.
2. Ability to respond to common inquiries or complaints from customers, regulatory agencies and members of the community, to manage stressful situations, and to handle conflict.
3. Ability to organize with attention to details.
4. Ability to work with and apply mathematical concepts to practical situations.
5. Ability to handle pressure of meeting deadlines, to be accurate, to manage constantly changing situations, and create a positive work environment.

VI. WORKING CONDITIONS

The noise level in the work environment is usually quiet. However, exposure to noise distractions and unpredictable behaviors will be experienced. Exposure to prolonged viewing of a computer

terminal, eyestrain, and repetitive motions will also be experienced.

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VII. EQUIPMENT TO BE USED:

1. Computer
2. Telephone system
3. Printer
4. Copier
5. Facsimile Machine
6. Calculator
7. Laminator
8. Beeper

VIII. FACILITY WIDE COMPETENCY REQUIREMENTS (see attached)

IX. ESSENTIAL FUNCTIONS (see attached)

X. NON-ESSENTIAL FUNCTIONS (see attached)

Signature

Date



- Mid Probation** 45 days after hire
- End Probation** 90 days after hire
- Annual**

Employee Name: <input style="width: 95%;" type="text"/>	Department: <input style="width: 95%;" type="text" value="MIS"/>	Current Title: <input style="width: 95%;" type="text" value="Desktop Support Specialist"/>	Supervisor Name/Title: <input style="width: 95%;" type="text"/>
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Methods of Measurement Include the Following:		<i>AGES SERVED</i>	
<input type="checkbox"/> Direct Observation	<input type="checkbox"/> Documentation	<input type="checkbox"/> Neonates (< 30 days)	<input type="checkbox"/> Adults (> = 18 years and < 65 years)
<input type="checkbox"/> Feedback from staff or patients	<input type="checkbox"/> PI Reports	<input type="checkbox"/> Infants (> 30 days and < 1 year)	<input type="checkbox"/> Geriatrics (> = 65 years)
Period Covered by this Evaluation: <input style="width: 95%;" type="text"/>		<input type="checkbox"/> Pediatrics (> = 1 year and < 13 years)	<input checked="" type="checkbox"/> Not Applicable
		<input type="checkbox"/> Adolescents (> = 13 years and < 18 years)	

FACILITY WIDE COMPETENCY	Rating			Comments
	D	M	E	
INSTITUTIONAL AND/OR PROFESSIONAL STANDARDS <ul style="list-style-type: none"> Comply with regulatory agencies, and institutional and operating systems. Adhere to all Hospital Policies and Procedures as they apply to the area. Knowledge and adherence to Infection Control and Environment of Care Guidelines and Procedures as they are described in the annual education module. Protect patient/customer confidentiality. Comply with HIPAA regulations as they apply to the job. 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<div style="border: 1px solid #ccc; height: 400px; width: 100%;"></div>
PERFORMANCE IMPROVEMENT <ul style="list-style-type: none"> Adhere to current organizational Performance Improvement priorities Participate in quality studies through data collection Make recommendations and take actions to improve structure, system or outcomes 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
CUSTOMER SERVICE <ul style="list-style-type: none"> Demonstrate the values of the organization: respect, honesty, integrity, compassion, fairness, innovation and stewardship of our resources. Demonstrate commitment to serving the customer. Demonstrate excellence in communication with the customer. Create a welcoming environment for the patients, family and other interdisciplinary team members 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	

ESSENTIAL FUNCTIONS		D	M	E	Comments
Installation/upgrade/troubleshooting of PC hardware including desktop and portable PC's, Thin Clients, and peripheral equipment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Work with Network Administrator and outside vendors in order to purchase desktop hardware.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Perform and maintain automated inventories of equipment and software	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Maintain PC and server connectivity to user population	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Backup support for Network Administrator duties.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Installation/upgrade/troubleshooting of Telecomm equipment including desk phones, pagers, cell phones and faxes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Perform new user setup and orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Monitor all system backups.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Maintains cooperative working relationships with staff through demonstrated behaviors such as , but not limited to, being professional, courteous, and being non-judgmental	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Completes all mandatory competencies and continuing education requirements as determined by their department and the organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Shares on-call responsibilities with other MIS staff members in order to support clinical and financial software users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Non Essential Functions:		D	M	E	Comments
1. Participates in professional development activities: a. In-service classes or on-line courses. b. Shares knowledge with others. c. Reads in-house communications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
2. Work Habits: a. Complies with attendance policies. b. Dresses according to the departmental dress code c. Organizes times, sets priorities d. Spends free time in a constructive manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
3. Initiative and judgment: a. Makes necessary work related judgments based upon factual information b. Completes assignments with minimal directions and in a timely manner c. Adapts to a changing work load	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

D= Does Not Meet Expectations	M= Meets Expectations	E= Exceeds Expectations
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Comments:



Future Plans and Actions:



Employee Comments:



To update our files, please answer the following questions:
Have you received a higher education degree in past 12 months: Yes___ No___
Please forward to Human Resources
Have you received a certification in the past 12 months: Yes___No___
Please forward to Human Resources

I have reviewed this Performance Evaluation

Employee Signature

Date

Evaluator Signature

Date

Department Head or Designee Signature

Date