



HARDIN COUNTY REGIONAL HEALTH CENTER

Lifespan Health Center Job Posting

POSITION: IT Support Assistant

REQUISITION: #1283

LOCATION: Pickwick Road Admin Office

Posting Date: 1/14/25

Expiration Date: open until filled

Department: IT

Salary Range: dep. on educ. & exp.

Reports To: Network Administrator

Status: Non-Exempt

Position Hours: Monday - Friday, 8am-5pm with 1 hour for lunch

POSITION SUMMARY: The Information Technology (IT) Support Assistant maintains IT systems to prevent or limit disruptions to the workflow. The IT Support Assistant is responsible for the setup, installation, update, maintenance, and troubleshooting of computer hardware and software, including printers and other peripherals. On occasion, the position will require the technician to be available after hours and on weekends.

CORE DUTIES/RESPONSIBILITIES:

1. Configures and deploys PC's with appropriate hardware and software as needed.
2. Installs and/or relocates PC's and telephone equipment as needed.
3. Serves as the first line support person for staff with computer and telephone needs.
4. Assists staff in the following areas:
 - a) Log-on and Log-off procedures
 - b) Email setup and use
 - c) Telephone system setup and use
 - d) File storage and drive mapping
5. Performs preventative maintenance as required.
6. Maintains a current inventory of hardware and software.
7. Reports computer and telephone problems to the appropriate staff and/or vendor partners and works to resolve those problems effectively and efficiently.
8. Attends required meetings as required or at the request of the Network Administrator.
9. Performs other necessary duties as required by the health center or supervisor to meet the goal of maintaining an operational IT system.

EDUCATION/EXPERIENCE:

1. High School Diploma or High School Equivalency, additional technical training preferred.
2. None; 1 year of entry level IT or helpdesk work preferred.
3. Knowledge of computer hardware repair and software troubleshooting.
4. Strong analytical, oral, written communication skills.
5. Experience working in a health care arena preferred.
6. Current, valid driver's license and proof of auto insurance.

TO APPLY:

Internal Applicants: Please complete a transfer form and send to Human Resources.

External Applicants: Please submit a current resume to any Lifespan location.

EQUAL OPPORTUNITY EMPLOYEE

It is the policy of HCRHC not to discriminate against any employee or applicant for employment because he or she is an individual with a disability or a protected veteran, (i.e., disabled veteran, Armed Forces service medal veteran, recently separated veteran, or other veteran who served during a war, or in a campaign or expedition for which a campaign badge has been authorized). It is also the policy of HCRHC to take affirmative action to employ and to advance in employment, all persons regardless of their status as individuals with disabilities or protected veterans, and to base all employment decisions only on valid job requirements. This policy shall apply to all employment actions, including but not limited to recruitment, hiring, upgrading, promotion, transfer, demotion, layoff, recall, termination, rates of pay or other forms of compensation and selection for training, including apprenticeship, at all levels of employment.