



JOB DESCRIPTION

Job Title:	IT Specialist	Prepared By:	Human Resources
Reports to:	Manager, IT Services	Approved By:	VP of HR
FLSA Status:	Exempt	Date:	May 2018

Donor Network West's mission is to save and heal lives through organ and tissue donation. We honor and respect the donors and families we serve with compassionate care, and inspire our communities to donate life. Every employee at DNW is responsible for fostering an organizational culture that is based on collaboration, support, and service. This includes being a proactive team player who strives for excellence by upholding the Donor Network West's core values of Teamwork, Integrity and Passion.

GENERAL JOB FUNCTION

The IT Specialist ensures proper computer and network operation so that end users can accomplish DNW business tasks through support, training, and maintenance activities relevant to DNW's IT network and infrastructure. The IT Specialist participates in organizational quality improvement projects, continuous process improvement projects and exhibit quality work practice to others by example.

JOB DUTIES AND RESPONSIBILITIES

- Responsible for installing, configuring, testing, monitoring, diagnosing, troubleshooting, repairing, cloning, maintaining, and upgrading all workstation hardware, software, network peripheral devices, and networking equipment while ensuring optimal workstation, network connectivity and device performance.
- Identifies problem areas in a timely and accurate manner, and provide end user training and assistance where required.
- Actively respond to help desk tickets, incoming calls and/or emails, escalated end user help requests within established SLAs, involving use of diagnostic tools, help request tracking tools, providing in-person, hands-on assistance at desktop level, including password resets and after hours on-call emergency support.
- Keep up to date with OPO industry direction, guidance and requirements. AOPO, UNOS, CMS, FDA, AATB, EBAA and HIPAA.
- Assure that DNW staff systems are configured and maintained to regulatory requirements.
- Participate in audit events as needed.
- Assist in software releases and roll-outs according to Change Management best practices. Support development and implementation of new computer projects and new hardware installations
- Conduct research on computer products in support of PC procurement as requested.

- Assist in writing technical specifications for PC configurations, maintain standards documentation.
- Create educational instruction that educates staff on using laptops, desktops, iPhones, call routing, etc.
- Recommend, schedule, and perform PC, hardware and peripheral equipment improvements, upgrades, and repairs.
- Accurately document instances of hardware failure, repair, installation, and removal.
- Record service desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution
- Maintain up-to-date knowledge of hardware and software contracts.
- Aid in maintenance of business continuity and emergency response plans, maintain current knowledge of plan executables, and respond to crises in accordance with crisis response plans.
- Support development of automated change management functions in Track-IT help desk system.
- Provide on-site analysis, diagnosis, and resolution of complex PC problems for a variety of end users, and recommend and implement corrective hardware and software solutions.
- Assist in maintaining inventory of all computing equipment, communication equipment, peripherals and software.
- When necessary, liaise with third-party support and PC equipment vendors.
- Apply diagnostic utilities to aid in troubleshooting.
- Access software updates, drivers, knowledge bases, and FAQ resources on the Internet/Intranet to aid in problem resolution.
- Provide hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
- Provide fixes on remote computing equipment, peripherals, wireless and cell devices.
- Install anti-virus software and ensure virus definitions are up-to-date.
- Provide preventative maintenance, including checking and cleaning of printers, projectors and other technical peripherals.
- Test fixes to ensure problem has been adequately resolved.
- Provide post-resolution follow ups with end users as required.
- Provide computer, telecommunication and applications training, orientation, and assistance to personnel as requested.
- May provide support to Data Management and Systems Administration.
- Develop help sheets and FAQ lists for end users.
- Reinforce SLAs to manage end-user expectations.
- Manage and/or provide guidance to junior members of the team or temps.
- Support data input and audit events as required.
- Perform other duties as assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty. The qualifications listed are representative of the knowledge, skill, and/or ability required. This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



- Working knowledge of a range of diagnostic utilities
- Experience working in secure environments and supporting remote security tools.
- Hands-on hardware troubleshooting experience.
- Ability to operate tools, components, and peripheral accessories.
- Able to read and understand technical manuals, procedural documentation, and OEM guides
- Strong documentation skills.
- Ability to communicate and present information effectively and concisely within a team environment
- Experience working in secure environments and supporting remote security tools.
- Proactive and collaborative team player who can multitask with ease, and uphold organizational core values.
- Must possess strong interpersonal, priority-setting and strategic skills. Strong attention to detail, written and verbal communication skills. Thrives in a fast-paced dynamic environment and adjusts to new priorities as required.

EDUCATION AND EXPERIENCE

- Experience with ServiceDesk Plus help desk system or other industry standard system.
- Experience with Microsoft Active Directory
- Application support experience with MS Office and Adobe products.
- Extensive operating system support including Microsoft WinXP, Vista, Win 7
- Technical knowledge of network and PC hardware, including HP, Lenovo and Toshiba.
- Extensive knowledge of handheld device support including iPhone, and other smartphones, plus tablet devices
- Extensive equipment support experience with projectors, wireless LANs, printers (workgroup and personal)
- Working technical knowledge of current network protocols, operating systems, and standards, including wireless networking protocols.

PHYSICAL DEMAND OF WORK

On file in Human Resources.

EMPLOYEE ACKNOWLEDGEMENT

I acknowledge that I have received and reviewed the job description for my position and I feel that I can meet the requirements with or without reasonable accommodations. I understand that this job description is intended to describe the general content and requirements of the job and that it is not an exhaustive list of all duties, responsibilities and requirements of this position. I understand that Donor Network West has the right to revise this job description at any time.

Employee
Signature:

Date:



Employee Name
(Print):

Date:
