



**LAC COURTE OREILLES
COMMUNITY HEALTH CENTER**
13380 W Trepania Road • Hayward, Wisconsin 54843-2186

Telephone: 715-638-5100
Administration Fax: 715-634-6107
Medical Records Fax: 715-634-2740

Position: HealthCare IT Technician

Location: Lac Courte Oreilles Community Health Center

Hours: Monday – Friday 8:00am – 4:30pm

Salary Range: \$17.00 - \$22.00

Posting Date: May 12, 2017

Closing Date: Open until filled

Description of Position:

The HealthCare IT Technician provides advanced user support, complex problem analysis and resolution, in-depth technical assistance, and training for information systems. Performs tasks of a large scope and resolves problems of a comprehensive and complex nature. Maintains confidentiality of all privileged information.

Qualifications:

- Associate's Degree in MIS or Computer Science preferred.
- Three years IT advanced support experience preferred.
- Three years of experience in Health Care networks preferred.
- Experience working with an Electronic Health Record preferred.
- Experience working with Greenway Intergy a plus.
- Experience with Microsoft Exchange.
- Skill in operating various word-processing, spreadsheets, and database software programs in a Windows environment.
- Ability to carry out instructions
- Must have strong independent skills.
- Knowledge of current technological developments/trends in area of expertise.
- Knowledge of a wide range of computer systems software, applications, hardware, networking, and communications.

- Ability to diagnose and rectify a wide range of computer hardware and software problems.
- Ability to communicate technical guidance and instruction to users on the use of PC applications and systems.
- Ability to perform preventive maintenance on computer hardware and software.
- Ability to analyze and resolve computer problems.
- Ability to write technical instructions in the use of programs and/or program modifications.
- Ability to maintain confidentiality and observe all requirements of the Federal Privacy Act, HIPAA / HITECH regulations.
- Valid Wisconsin Driver's license
- Valid Vehicle Insurance
- CPR Certified or will obtain
- Be able to pass pre-employment and random drug test screening
- Be able to pass a background check

Major Duties and Responsibilities:

1. Performs general problem solving and assistance on diverse software applications and hardware systems for department users.
2. Provides in-depth technical assistance and maintenance support to departmental end users.
3. Documents projects; writes and maintains user instructions.
4. Performs routine hardware and software maintenance and assists in proper upkeep and utilization of systems.
5. Provides individual and/or group instruction and training to staff, on computer hardware and software.
6. Maintains applicable records including user lists, user accounts and security, and equipment inventory.
7. Sets up and monitors VoIP telephones for LCO-CHC.
8. Provides input for research and development initiatives and in the implementation of new technologies.
9. Maintains knowledge of current technological developments/trends in area of expertise.
10. May evaluate, and make recommendations on proposals for hardware or software acquisitions.
11. Administers local area networks and perform routine maintenance on servers.
12. Adheres to corporate computing, security, quality and professional standards.
13. Contributes to a team effort and accomplishes related results as required.
14. Reporting of Adverse Incidents.
15. Participates on the Incident Command Team as assigned by management.
16. Perform other duties as assigned by the IT Director.

Supervision and Guidance:

The HealthCare IT Technician reports directly to the IT Director with oversight by the Health Director.

***Applicants for employment with the Lac Courte Oreilles Community Health Center must submit with the completed application form additional documents including the following:**

Letter of Interest

Resume

Credentials

Proof of Stated Qualifications

Three (3) current Letters of Recommendation

Academic Transcripts

Application Information:

Applications may be obtained from and submitted to:

Lac Courte Oreilles Community Health Center
Human Resources
13380W Trepania Road
Hayward, Wisconsin 54843
715-638-5132
715-634-6107 FAX
sklecan@lcohc.com

The Lac Courte Oreilles Community Health Center is an equal opportunity employer. Native American Preference will be given to candidates of equal or comparable qualifications.

07/12/2016

05/02/2017