

Taney County Ambulance District Job Description - Computer Specialist

Job Title: Computer Specialist

Department: Administration

Reports To: Office Manager

Summary Designs, specifies, configures, installs, and maintains local area network hardware, software, such as personal computers, system software, software applications, printers, servers, routers, bridges, switches, modems, cabling, Internet service providers, copiers, faxes, and phones by performing the following duties.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Analyzes, selects, recommends; network hardware and software acquisition, standards for use, support, security, and backup.

Analyzes information to determine, recommend, and plan layout for type of computers and peripheral equipment, or modifications to existing equipment and system, that will provide capability for proposed project or work load, efficient operation, and effective use of allotted space.

Establishes and maintains network users, user environment, directories, and security.

Trains users on software and equipment usage.

Responds to the needs and questions of network users concerning their access to resources on the network and the operation of various software programs.

Communicates with other departments to report and resolve software, hardware, and operations problems.

Consults with department managers to develop system solutions consistent with organizational objectives.

Researches and evaluates new technologies.

Negotiates contracts with and coordinates activities of hardware, software, support, and training vendors.

Installs and tests software upgrades.

Develops and implements disaster recovery procedures.

Analyzes, selects, recommends, and coordinates installation of security software, and other network security measures.

Identify, select, and implement backup and archiving software, hardware, and processes.

Develops and implements tests of computer systems to monitor effectiveness of security and backup processes.

Assigns and maintains user login and passwords.

Updates documentation to record new equipment installed, new sites, and changes to computer configurations.

Coordinates installation of or installs communications lines.

Installs hardware and peripheral components such as monitors, keyboards, printers, and disk drives on user's premises.

Loads specified software packages such as operating systems, word processing, or spreadsheet programs into computer.

Replaces defective or inadequate software packages.

Responds to inquiries concerning systems operation and diagnoses system hardware, software, and operator problems.

Provides updates, status, and completion information to manager, problem request tracking system, and/or users, via voice mail, e-mail, or in-person communication.

Update and maintain the TCAD website.

Keep internet connection up and working.

Respond to repair requests. Repair or arrange for repair of any equipment. If there is a cost to repair the item, get approval from the Office Manager prior to authorizing the repair.

Maintains a professional appearance, ensuring clothes are properly fitted, cleaned, and pressed, shoes are in good condition, hair and beards are neatly groomed.

Job Responsibilities Related to Patient Privacy

The employee is expected to protect the privacy of all patient information in accordance with TCAD's privacy policies, procedures, and practices, as required by federal [and state] law, and in accordance with general principles of professionalism as a health care provider. Failure to comply with TCAD's policies and procedures on patient privacy may result in disciplinary action up to and including termination of employment with Taney County Ambulance District.

The employee may access protected health information and other patient information only to the extent that is necessary to complete your job duties. The employee may only share such information with those who have a need to know specific patient information you have in your possession to complete their job responsibilities related to treatment, payment or other TCAD operations.

The employee is encouraged and expected to report, without the threat of retaliation, any concerns regarding the TCAD's policies and procedures on patient privacy and any observed practices in violation of that policy to the designated Privacy Officer.

The employee is expected to actively participate in TCAD privacy training and is required to communicate privacy policy information to coworkers, students, patients and others in accordance with TCAD policy.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies :

Analytical - Synthesizes complex or diverse information; Collects and researches data.

Design - Generates creative solutions; Uses feedback to modify designs; Demonstrates attention to detail.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Project Management - Develops project plans; Communicates changes and progress; Completes projects on time and budget.

Job knowledge - Competent in required job skills and knowledge; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; Requires minimal supervision; Uses resources effectively; Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Keeps emotions under control; Remains open to others' ideas and tries new things; Encourages open communications; Uses negotiation skills to solve conflicts.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed.

Leadership - Exhibits confidence in self and others; Reacts well under pressure; Shows courage to take action; Displays passion and optimism; Inspires respect and trust.

Change Management - Develops workable implementation plans; Communicates changes effectively; Prepares and supports those affected by change; Monitors transition and evaluates results.

Cost Consciousness - Works within approved budget; Conserves organizational resources.

Diversity - Shows respect and sensitivity for cultural differences; Promotes a harassment-free environment.

Ethics - Treats people with respect; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.

Judgement - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Seeks feedback to improve performance.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Works in an organized manner.

Professionalism - Establishes and maintains effective relations; Displays positive outlook and pleasant manner; Offers assistance and support to coworkers; Treats others with tact, respect, and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality; Displays commitment to excellence.

Quantity - Completes work in timely manner; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Use of Technology - Demonstrates required skills; Adapts to new technologies; keeps technical skills up to date.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events; accepts criticism and feedback.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time; Schedules time off in advance.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals.; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor's degree from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual should have A+ certification. Familiarity with computer hardware, Windows and Linux operating systems, Samba domain control, Apache web server, Microsoft Office, HTML/PHP programming, and TCP/IP networking.

Certificates, Licenses, Registrations

I-Net +, Network+, Server+, or higher certifications such as MCSE/SA preferred. LPIC or Linux+ highly preferred.

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 occasionally required to stand; walk; sit; use hands to handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and talk or hear. The employee must occasionally lift and/or move up to 75 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.