	Job Description for I.S. Systems Technician	Department:	**Hospital Internet Systems**
Oroville Hospital		Dept.#:	**8480**
		Last Updated:	**1/13/09**

Reports To

Chief Information Officer

Job Summary

The I.S. Systems Technician is responsible for configuring, installing and maintaining application software and hardware as pertains to specific Vendor software.

Duties

1. Provides on-going support and monitoring of software, and hardware, performance; initiating plan of correction when necessary to ensure application continues to function at optimal levels
2. Works directly with users of software products to evaluate functionality, initiating changes or contacting outside support groups as is necessary
3. Provides support, and specialized training, to I.S. Staff for the software applications currently in use
4. Administers security for software applications
5. Interacts with other I.S. Networking staff to ensure application specific hardware and software integrate into overall network
6. Maintains documentation on all Vendor support calls and communicates with users as to progress of problem resolution
7. Evaluates proposed updates/upgrades to software as it relates to the user, server and p.c. devices
8. Evaluates new hardware, software and related equipment to identify modifications and enhancements for assigned systems
9. Performs network trouble-shooting to isolate and diagnose system problems
10. Configures, installs and maintains user computer systems and provides assistance to I.S. Staff
11. Performs other duties as assigned

Qualifications

1. Prefer high school graduate or equivalent
2. Ability to operate keyboard or one or more years experience in computer operations (prefer IBM On-Line System)

Lifting Requirements

Medium - generally lifting not more then 50 lbs. maximum and frequently lifting and/or carrying of objects weighing up to 25 lbs.