



JOB DESCRIPTION

JOB TITLE: Helpdesk Technician/Analyst
DIVISION/LOCATION: Premier Medical Group
STATUS: Full-time, Non-Exempt
REPORTS TO: Help Desk Analyst/EMR Administrator
DATE: October 2016

POSITION SUMMARY: The Helpdesk Technician/Analyst provides technical support to the user community by maintaining the smooth operation of the Premier Medical Group computer systems and providing end user support. This person will also participate in data collection and reporting of quality measures.

DUTIES AND RESPONSIBILITIES

- Provide technical support and customer service to end users.
- Enter, maintain and respond to support/task tickets in Premier's helpdesk system
- Set up and manage various user accounts, including new hires, terminations, and new group email accounts.
- Assist remote users with technical issues using products such as GoToAssist or LogMeIn.
- Assist with handheld devices including Blackberry, iPhone, Android, etc.
- Support EMR applications and respond to EMR help desk tickets within Premier. Troubleshoot problems, provide technical expertise and support end users.
- Assist with implementing modifications to the EMR application as requested by management or required by vendors.
- Install and maintain local/network printers as well as replace toner cartridges and maintenance kits.
- Assist with onboarding of new users.
- Provide maintenance/replacement support for workstations, printers, scanners, switches, and various peripherals.
- Image, configure, and deploy desktops/laptops.
- Provide remote and phone support for PMG staff in satellite offices and various locations using remote access tools.
- Troubleshoot various types of hardware issues such as laptops, desktops, mobile devices, and etc.
- Install and configure applications on Windows PCs.
- Document internal procedures and create technical documentation
- Assist in diagnosis and resolution of network and telecommunication issues.
- Assist with implementation and maintenance of network and telecommunication systems.
- Support users' needs within Premier by creating templates, designing reports, and/or working with vendors for system modifications.
- Participate in data collection, such as Medicare quality measures and meaningful use.
- Generate reports from EMR as requested by management staff.
- Monitor meaningful use measures for all physicians weekly. Re-educate physicians who are failing to meet their meaningful use goals. Collaborate with leadership on meeting requirements for current and future states of Meaningful Use. Provide oversight of the yearly attestation and monitor progress in achieving meaningful use incentives.
- Escalate more complex issues to the IT vendor.
- Perform other duties as required.

EDUCATION & EXPERIENCE

- Associate's degree in a technical area; 2 years' helpdesk and EMR experience or a combination of education and experience.
- Troubleshoot Microsoft Office 2010 especially Outlook
- Troubleshoot basic network connectivity issues on-site and over the phone.
- Working knowledge of Windows 7, Windows 8, and OSX.
- Knowledge of configuring mobile devices.
- Working knowledge of using a helpdesk/ticketing system.

QUALIFICATIONS & REQUIREMENTS

- Ability to work independently and as part of a team.
- Ability to multi-task as well as prioritize and organize their work.
- Familiarity with medical terminology and processes.
- Proficiency in EMR.
- Excellent written communication skills for technical documentation.
- Excellent interpersonal skills to interact with clients face-to-face and over the phone.
- Proactive in finding potential issues before they become helpdesk or infrastructure problem(s).
- Excellent follow up on outstanding issues and with users regarding status and closure of incidents/requests.

Premier Medical Group is an Equal Opportunity Employer

To apply please submit your resume to careers@premiermedicalhv.com