

IT SERVICE CENTER SPECIALIST POSITION DESCRIPTION

4/8/2015

Dr. Revels,

We have a couple opening at American HomePatient we've been looking since February and my supervisor said if I knew anyone looking for a help desk position to send them his way. I am not sure if you know any students that are willing to commute to Brentwood TN or someone in the area looking but I figure it doesn't hurt to ask. We support about 3000 users nationwide remotely from this call center. I've been here almost a year now myself it's a great place to work and I commute from White House TN to Brentwood TN about 40 miles one way. We are willing at this point to take people with less than 4 years experience depending on skill level certs may not be required. If do know anyone interested or want to post the job on the CIT job opportunity site please have anyone interested email their resume to Frank Elston at frank.elston@ahom.com

Thank you

Danny Thompson
IT Service Center Specialist
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American HomePatient | www.ahom.com
Respiratory Provider of Choice

Division/Department: Information Technology / Service Center-Help Desk
Supervisor: Mgr, Service Center

General Purpose:

Provide advanced PC hardware and software support by phone, in person, and electronically. Enforce and support all standard operating procedures and security policies as defined by the department and the company relating to the proper use of desktop and laptop computers, printers, scanners, copiers, faxes, etc.

Qualifications:

Associate's degree in Information Systems or related technical discipline.

4 years experience working helpdesk and/or desktop support with emphasis on troubleshooting advanced software and hardware issues.

A+, Network + or MCITP certification or equivalent is required.

Expert in the use of Microsoft Office software and ability to learn proprietary software packages.

Working knowledge of Microsoft Exchange.

Experience with Windows XP and Windows 7.

Experience with Active Directory is desirable.

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Good customer service and communication skills.

Required Knowledge, Skills, Training, & Abilities

- 1) Successful completion of all scheduled New Employee Orientation Programs.
- 2) Successful completion of all training requirements.
- 3) Skills to read, write, and perform both mathematics calculations and the English language effectively.
- 4) Ability to work independently; is detail oriented and has excellent organizational skills.
- 5) Ability to communicate independently and verbally with personable and effective writing and speaking skills.
- 6) Ability to work in a normal office environment utilizing a computer approximately 75% of the time.
- 7) Ability to speak clearly and distinctly.
- 8) Strong customer service, problem solving and communication skills
- 9) Ability to work under strict deadlines
- 10) Ability to prioritize and multi-tasks
- 11) Detail oriented and excellent organizational skills

Physical & Sensory Requirements (with or without the aid of mechanical devices):

See Addendum to Position Description.

Key Responsibilities

Identify, diagnose, and resolve level one and two hardware and software issues related to use of company desktop PC, laptops and other related PC equipment.

Assist users with basic needs analysis and preparation of request.

Maintain and support virus detection defenses.

Resolve incidents based on the service level agreements defined.

Identify, complete, or schedule repairs to user PC equipment.

Provide end-user support for all business applications.

Build, deliver, inventory, install, and assist in the configuration of end-user PC desktop hardware, software, and peripherals.

Responsible for computer hardware moves including setting up and breaking down all hardware needed for training purposes.

Perform audits of user PCs to ensure that company standards such as antivirus software is properly installed, configured, and operational.

Provide support for all printers, faxes, copiers, scanners, etc.

Assist in evaluation and testing of hardware and software as required.

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Prioritize user requests and track through to resolution which includes logging all phone - calls, emails and voice mails in to the call tracking application ITSM.

Escalate server or network outages by contacting appropriate technology member; provide timeline and details of outage in the ticketing system ITSM.

Assist with developing and maintaining user standards and documentation for hardware and software use within AHOM.

Assist in developing and maintaining helpdesk processes.

Develop and conduct personalized training for peers.

Testing of software updates prior to release to production.

Enforce and/or support all standard operating procedures and policies.

Enforce/support all data security, HIPPA and SOX requirements/policies.

Auxiliary Functions

- ♦ Other duties and responsibilities as assigned.

Internal Information:

Job Type:

I understand this job description and its requirements; I understand that this is not an exclusive list of the job functions and that I am expected to complete all duties as assigned; I understand the job functions may be altered by management without notice.

Date: _____

Employee Signature:_____