

## Associate, Information Technology

---

Reports To: Director, Information Technology

**Rhode Island Quality Institute (RIQI)** is a non-profit organization dedicated to improving the quality, safety, and value of healthcare in the state.

### **Description:**

*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 for this position. Reasonable accommodations may be made, upon request, to enable individuals with disabilities, who otherwise meet the qualifications, to perform the essential functions of the position.*

### **Job Summary:**

This position will be responsible for assisting staff with technical support of desktop computers, applications, mobile devices, and related technology. Support includes responding to service requests for the specification, installation, and testing of computer systems and peripherals within established standards and guidelines and also assists in the maintenance and testing of network servers and associated equipment. Activities require interaction with application software and operating systems to diagnose and resolve unique, non-recurring problems. This position utilizes one-on-one consultancy to end users and IT staff.

### **Essential Duties and Requirements:**

- Provide day-to-day IT support to local and remote offices (PC setup/repair, systems configuration and deployment, file/print/email servers' support).
- Assist staff with the installation, configuration, and ongoing usability of desktop computers, peripheral equipment, and software within established standards and guidelines.
- Assist in maintaining systems and server backup processes.
- Resolve end-user IT issues, such as password reset, software questions, PC hardware problems, Internet connectivity, configurations, etc.
- Provide one-on-one end-user support and problem resolution via telephone, e-mail, and other vehicles of communication.
- Diagnose and resolve minor network issues (e.g., LAN access).
- Work with external IT support contacts to resolve technical problems with desktop computing equipment and software.
- Conduct maintenance of user accounts (SQL).
- Recommend and/or perform upgrades on systems to ensure longevity.
- Assess functional needs to determine specifications for purchases.

- Order computer supplies. Assist in maintaining LAN/WAN records and, as appropriate, ShoreTel telephone systems.
- Perform other related duties as assigned.

### **General Requirements:**

- Perform quality work within deadlines with or without direct supervision.
- Establish and maintain effective working relationships.
- Develop and maintain positive relationships with all stakeholders and assist them, as appropriate, with issues or concerns to satisfactory resolution.
- Represent Rhode Island Quality Institute in a positive manner to all stakeholders.

### **Minimum Qualifications**

---

#### **Education and Experience**

- Bachelor's degree in Technology, Computer Science, or a related field.
- Two – four years in a Desktop/helpdesk support role.

#### **Desired Qualifications**

---

- Proficient knowledge of Windows 7, Windows server 2008.
- Strong knowledge of MS Exchange/Outlook.
- Experience with Linux Operating Systems helpful.
- Knowledge and familiarity with BlackBerry Enterprise Server and devices a plus.
- Knowledge of TCP/IP and various Internet services (DNS, NAT, IPSec, HTTP/HTTPS, SSH, SNMP, NFS).
- Experience supporting a Microsoft SharePoint environment with sited experience utilizing service accounts and profile synchronization.
- Good interpersonal skills and ability to work/learn as part of a team.
- Conforms to shifting priorities, demands, and timelines through analytical and problem-solving capabilities.
- Experience working in a challenging and fast paced environment; must work well under sustained pressure, be self motivated with a strong sense of ownership, can-do attitude, urgency and drive.

#### **Licenses and/or Specialized Knowledge:**

None

#### **Supervisory Responsibilities:**

None

**Work Environment:**

This position will work in normal business office conditions.

**Physical Demands:**

The tasks of this position are typical for working in an office environment. An associate is regularly required to perform tasks while sitting at a desk, using normal hand dexterity. Mobility is required, including standing, moving about, and sitting. Occasional travel out of the office for meetings, etc. may be required. Good vision is required, including both close and distant objects. Must be able to maintain a good attendance record.

**Prepared By:** Michelle L. Dexter

**Date Revised:** January 17, 2012

The statements contained herein reflect information necessary to describe the principle functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods, or to otherwise balance the workload.

*Rhode Island Quality Institute is an EEO/AA Employer.*