



Computer Support Specialist

Job Code: CSS - 110
Revision Date: Dec 21, 2018

Salary Range:
\$15.16 - \$24.80 Hourly
\$1,212.80 - \$1,984.00 Biweekly
\$31,531.00 - \$51,582.00 Annually

FLSA: Non-Exempt

Overview

We are an agency committed to innovative behavioral health services in trauma-informed care that promote healing and recovery to instill a sense of empowerment and foster a lifelong sense of resilience.

General Description

The purpose of this job is to provide day-to-day technical support to EHN employees for network and internal desktop systems software and hardware.

This class works under close to general supervision according to set procedures but determines how or when to complete tasks.

Duties and Responsibilities

The functions listed below are those that represent the majority of the time spent working in this position. Management may assign additional functions related to the type of work of the position as necessary.

- Respond to helpdesk requests, email messages, walk-ins, and phone calls for all employees seeking help.
- Trains computer users and assist customer through problem-solving process.
- Installs, modifies, manages and repairs computer hardware and software.
- Sets up profiles and tests they are working properly, set up printers, set default programs to be open on certain files, install special programs.
- Runs updates for laptops and desktops.
- Assist to maintain accurate inventory of computer and software assets
- Ensures that interactions with users are courteous, clear, and understandable
- Commits self to providing excellent customer service and demonstrate commitment through cooperative team and individual efforts
- Performs other duties as assigned.

Minimum Education and Experience Requirements

Requires an Associate's Degree in Computer Science, Information Systems or equivalent, supplemented by two (2) years of experience working with computer and network hardware and software programs; or possession of any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities.

Experience with trauma-informed services; cognitive behavioral therapies, including DBT; and motivational therapies including the use of incentives, preferred.

Required Knowledge and Abilities

Knowledge of trauma-informed theories, principals, and practices (includes multi-faceted understanding of concepts such as community trauma, intergenerational and historical trauma, parallel processes, and universal precautions), preferred.

Physical Demands

Performs sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a regular and recurring basis or sustained keyboard operations.

Unavoidable Hazards (Work Environment)

- None

Special Certifications and Licenses

- Must possess and maintain a valid state Driver's License with an acceptable driving record.
- Must be able to pass a TB, criminal background and drug screen.

Americans with Disabilities Act Compliance

Emergence Health Network is an Equal Opportunity Employer. ADA requires Emergence Health Network to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

Other Job Characteristics

- Staffing requirements, including criteria that staff have diverse disciplinary backgrounds, have necessary State required license and accreditation, and are culturally and linguistically trained to serve the needs of the clinic's patient population.
- Credentialed, certified, and licensed professionals with adequate training in person-centered, family centered, trauma informed, culturally-competent and recovery-oriented care.

Note: This Class Description does not constitute an employment agreement between the Emergence Health Network and an employee and is subject to change by the Emergence Health Network as its needs change.