



TECHNICAL SUPPORT ANALYST (TSA) JOB ANNOUNCEMENT

Santa Cruz Community Health (SCCH) began as a women's health collective in 1974 with the mission to improve the health of our patients and the community and advocate the feminist goals of social, political, and economic equality. Now, more than 45 years later, we serve that same mission as a nonprofit Federally Qualified Health Center operating two separate sites: the Santa Cruz Women's Health Center in downtown Santa Cruz serving women and children; and the East Cliff Family Health Center in Live Oak, serving everyone.

SCCH has a diverse patient population and an engaging and friendly work environment. Our caring and committed staff works as a team to fulfill our mission so that all our patients have access to comprehensive, quality health care.

POSITION SUMMARY:

The Technical Support Analyst (TSA) will support end users computing hardware, software, and networking equipment. This position will interact with all departments and will be the first point of contact to the HIT department. This position requires prior technical support experience, excellent customer service, a positive and professional attitude, and is team oriented with the ability to work independently within the team environment. The TSA acts as a resource and trainer for staff to improve their understanding and use of technology such as text messaging, patient portal, mobile devices, and eClinicalWorks (eCW).

Classification: Full-time, Hourly, Non-exempt
Location: Varies- Administration/Clinics/Remote

Reports to: HIT Manager
Hours: 8:00AM-5:00PM, occasional evenings/Saturdays

CORE JOB RESPONSIBILITIES:

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:

- Provide first and second tier technical support for multiple IT services and hardware to internal staff via ticketing system, phone, email and chat.
- Escalate incidents and request to other HIT members and third party vendors as necessary.
- Provide training and support to staff and providers in the use of network, business applications and Electronic Health Records (EHR) system.
- Work with third party vendors to assist in resolving end user incidents and requests.
- Contribute to department's knowledge base by creating how-to articles, FAQ's and training materials.
- Assist HIT Manager with maintenance of eCW functions such as template building, pharmacy maintenance, and portal messaging.
- Identifies and recommends continuous improvement opportunities in the use and application of health care technology.
- Assist with IT asset management (ITAM) program to provide effective management of SCCH leased and owned assets throughout the lifecycle, with well-defined, repeatable processes.
- Assist with low to medium complexity projects involving one or more team members to design, install, implement new or modify existing EHR system components.



GENERAL JOB PERFORMANCE STANDARDS:

KNOWLEDGE OF WORK - Posses and utilizes knowledge of the job which is essential to perform the specific functions and related work.

QUANTITY OF WORK - Accomplishes an appropriate volume of satisfactory work under normal conditions. Ability to produce results.

QUALITY OF WORK - Consistently demonstrates accuracy, thoroughness, neatness, and dependability to produce work within acceptable standards.

TIMELINESS - Completes assignments on or ahead of schedule.

ABILITY TO LEARN NEW DUTIES - Interprets, learns, and responds to instructions for new situations, procedures, or methods.

JUDGEMENT and COMMON SENSE - Decisions/actions are sound, including safety aware- ness.

COOPERATION - Willing to work with others toward common goals.

COMMUNICATIONS - Demonstrates relevance and clarity of written and oral expression. Effectiveness in exchanging ideas and information.

INITIATIVE - Ability to originate, develop or create new ideas or take steps to get things done.

PROBLEM SOLVING - Identifies and evaluates alternate solutions and selection of the most appropriate course of action.

ATTENDANCE and PUNCTUALITY - Shows daily ability to be at work at scheduled time, including being prepared to work on time after breaks, meal periods, and other authorized absences from work.

QUALIFICATIONS

Minimum Requirements:

- Associates degree and at least two years' experience in a technical support or help desk role; or high school diploma and four years' experience in a technical support or help desk
- Knowledge of Microsoft products & technologies (Office applications, operations systems, etc.)
- Basic knowledge of computer hardware and networking technologies
- Strong analytical and problem-solving skills
- Ability to maintain professionalism under stress
- Ability to maintain confidentiality
- Strong written and verbal communications skills
- Deadline-driven with excellent time management ability
- Ability to multitask, prioritize work and manage own time to meet team goals and deadlines

Preferred Qualifications:

- Bachelor's Degree preferred
- Hands-on experience with EHR systems, preferably eCW
- Experience working in a non-profit setting desirable, FQHC preferred

WORK CONDITIONS

The working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Variations in conditions may occur under certain circumstances.



SALARY & BENEFITS

This is a full-time, hourly, non-exempt position. The pay range is \$28.00-\$33.00 per hour. Benefits package is available to staff working at least 20 hours per week. Paid time off and paid holidays accrue from date of hire. Employer subsidized group health, dental, vision and life insurance plans the first of the month after 30 days of employment. Automatic 2% enrollment in an Employer sponsored 401K plan with a 2% retirement match.

APPLICATION PROCESS

To apply, complete employment application. Download employment application on our [Careers page](#). Submit application and current resume with letter of interest not to exceed two pages to Human Resources. No phone inquiries, please.

THE SANTA CRUZ COMMUNITY HEALTH CENTERS IS AN EQUAL OPPORTUNITY
EMPLOYER (W/M/V/D).