



Kentucky Rural Healthcare
Information Organization

POSITION TITLE: Network IT Technician

ROLE: The Network IT Technician provides IT Support Services to healthcare providers through both remote and on-site monitoring and service.

RESPONSIBILITIES:

- Demonstration of time management and organization skills.
- Excellent customer service, interpersonal, verbal and written communication skills.
- Strong problem solving skills and ability to learn and apply new technical knowledge.
- Ability to identify, analyze and troubleshoot a wide range of hardware, software, and network related problems encountered by healthcare providers.
- Knowledge of technologies, technical languages, browsers, platforms and applications.
- Identifies, troubleshoots and resolves hardware, software, and network related problems encountered by healthcare providers.
- Maintains NeKY RHIO’s Technical components and software programs located on server in ensuring optimal performance of online learning systems for programs.
- Installs and upgrade the systems with virus protection software, spyware, firewall protection software, etc.
- Performs routine maintenance on computers as needed for support issues and scheduled maintenance.
- Demonstrates a basic understanding of electronic health record systems as applicable to the IT clients
- Demonstrates the ability to act as a liaison on behalf of the client to facilitate vendor issues
- Demonstrates knowledge of current security best practices in the healthcare industry.
- Setup, maintain, and troubleshoot encryption technologies to protect client data and Personal Health Information.
- Maintain accurate inventories of client technology in Online Ticketing System.
- Use and maintain an online ticketing system to keep track of client information and help desk requests.
- Complies with all HIPAA regulations in servicing clients and maintaining vendor relationships.
- Participate in the after-hours meetings, support, and training as required.
- Act as a resource to practices in researching issues of relevance and troubleshooting problems.
- Contribute to formulation of policy and strategy for smooth work flow for the IT service line.
- Performs other duties and responsibilities as required or assigned.

SKILLS: Database Performance Tuning, Database Security, Promoting Process Improvement, Problem Solving, Presenting Technical Information, Quality Focus, Database Management, Data Maintenance, Operating Systems, Attention to Detail, Information Security Policies

QUALIFICATIONS: Bachelors degree required. Experience with electronic health record systems preferred. Experience may be substituted if applicable. Must have a valid driver’s license.

RESPONSIBLE TO: Executive Director **EMPLOYEE TYPE:** Full-Time, Exempt