

JOB TITLE: PC/IT Technician

OFFICE LOCATION: 400 International Drive, Williamsville, NY 14221

GENERAL SUMMARY OF DUTIES: The PC Technician's role is to support and maintain in-house computer systems, desktops, and peripherals. This includes installing, diagnosing, repairing, maintaining, and upgrading all hardware and equipment while ensuring optimal workstation performance. The person will also troubleshoot problem areas in a timely and accurate fashion, and provide end user training and assistance where required.

SUPERVISION RECEIVED: Reports to Health Information Technology (HIT) Manager

SUPERVISION EXERCISED: None.

ESSENTIAL FUNCTIONS:

Strategy & Planning

- Assist in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring PC performance.
- Accurately document instances of hardware failure, repair, installation, and removal.
- Assist in developing long-term strategies and capacity planning for meeting future computer hardware needs.
- Support development and implementation of new computer projects and new hardware installations.
- Maintain up-to-date knowledge of hardware and equipment contracts and supervise contract-based installations.
- Aid in development of business continuity and disaster recovery plans, maintain current knowledge of plan executables, and respond to crises in accordance with business continuity and disaster recovery plans.

Acquisition & Deployment

- Conduct research on computer products in support of PC procurement and development efforts. Evaluate and recommend hardware products for purchase.
- Recommend, schedule, and perform PC, hardware and peripheral equipment improvements, upgrades, and repairs.

Operational Management

- Work with end users to identify and deliver required PC service levels.
- Liaise with, and provide training and support to, end users and staff on computer operation and other issues.
- Install, configure, test, maintain, monitor, and troubleshoot end user workstation hardware, networked peripheral devices, and networking hardware products.
- Where required, install, configure, test, maintain, monitor, and troubleshoot associated end user workstation software and networking software products.
- Perform on-site analysis, diagnosis, and resolution of complex PC problems for a variety of end users, and recommend and implement corrective hardware solutions, including off-site repair as needed.
- Receive and respond to incoming calls, pages, and/or e-mails regarding PC and/or hardware problems.
- Develop and maintain an inventory of all computers, printers, scanners, and other peripheral equipment.
- Monitor and test PC performance and provide PC performance statistics and reports.

- Construct, install, and test customized configurations based on various platforms and operating systems.
- If necessary, liaise with third-party support and PC equipment vendors.

The functions listed above are meant to highlight key responsibilities of this position but does not encompass all aspects of position. Additional functions will be applicable to position.

IDEAL CANDIDATE(S):

- Excellent technical knowledge of network and PC hardware
- Hands-on hardware troubleshooting experience.
- Working technical knowledge of current network protocols, operating systems, and standards.
- Ability to operate tools, components, and peripheral accessories.
- Able to read and understand technical manuals, procedural documentation, and OEM guides.
- Ability to conduct research into PC issues and products as required.

FOR CONSIDERATION:

Please forward cover letter and resume via email or regular mail to:

application@invisionhealth.com

Invision Health
Human Resources Department
400 International Drive
Williamsville, NY 14221

Thank you for your interest in our practice!