

**Position Title:** IT Specialist I  
**Program:** Health Informatics  
**Program Location:** Administrative Offices – Redmond, Oregon  
**Supervisor:** Health Informatics Director  
**Employment Status:** Full Time Regular  
**FLSA Classification:** Non-Exempt, Hourly  
**Salary/Wage:** \$22.31 - \$29.27/hour DOE

**Job Summary:** The IT Support Specialist I provides support to BestCare staff for a distributed PC/networking environment, including assistance with user general software and hardware questions and needs, tracking incidents and requests for IT support to trouble-shoot, identify and resolve or refer problems according to Health Informatics Director and company protocols.

**Essential Functions and Responsibilities:**

1. Serve as primary contact and/or liaison between Velox and BestCare staff needs.
2. Initiate new access to BestCare equipment, networks, applications, and technology. Discontinue all employee access upon separation of employment.
3. Provides Tier I technical, operational, and training support to users either by telephone, email, virtual, or in person hardware and software systems.
4. Track and maintain documentation of support service according to protocol.
5. Work with Health Informatics Director and Velox to support on-site networks and server needs.
6. Resolve technical issues timely based on urgency and/or priority.
7. Complete access, changes, and troubleshooting to include (but not limited to):
  - a. Active Directory (AD) access and changes
  - b. AD password resets
  - c. Device and equipment management
  - d. Network connectivity
  - e. Microsoft Teams access
  - f. Remote functionality and internal security set-up
  - g. EHR Software
8. Any unresolved user problems, outstanding trouble calls, or other areas of concern will be escalated to the Director or Velox for further analysis and support.
9. Receiving equipment deliveries from vendors, maintaining inventory and accounting for deliveries, assisting with updating equipment records and imaging systems.
10. Assist with preparing equipment and delivery to BestCare locations.
11. Assist in procurement of supplies and equipment as directed.
12. Help develop/maintain documentation protocols and workflows to support staff.
13. Communicate and support the creation of a ticketing system and user agreements for the distribution and collection of equipment.
14. Adhere to company policies, procedures, and business ethics.

**Experience and Education Requirements:**

1. High School Diploma or GED required; Associates Degree in related field preferred
2. Experience providing basic operating system and application support to users preferred

**Knowledge, Skills and Abilities:**

1. High proficiency in Office 365 basic operating systems.
2. Knowledge of and skills in PCs/large networks.
3. Strong prioritization skills, follow-through, and excellent attention to detail required.
4. Strong time management skills.
5. Demonstrated ability to communicate technical information to audiences of varied levels of technical knowledge and to provide quality service
6. Ability to remain calm and flexible while working
7. Knowledge and experience in verbal and written communication in a professional setting.
8. Excellent interpersonal and communication skills working with a diverse population of employees.
9. Ability to maintain absolute confidentiality.
10. Ability to be a team player and promote positive working relationships.
11. Ability to exhibit a sense of urgency and prioritization of work and assignments, as appropriate.
12. Able and willing to travel between business locations as needed.

### **Tools and Equipment Used:**

Must have competency in using a computer for word-processing, data base and internet usage. Must be able to operate usual office equipment, such as fax, telephone, and photocopy machine. Must have a current and valid Oregon driver license.

### **Physical Demands:**

The physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing this job, the employee is regularly required to reach with hands and arms. The employee is frequently required to stand, walk, and use hands to handle, feel or operate objects or controls. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl; and talk and hear. The employee must occasionally lift and/or move up to twenty (20) pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

### **Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The position requires the employee to dress in a professional manner that meets the standards for professional employees in Central Oregon.

### **To Apply:**

Please complete an application using the link below along with a cover letter, resume, personal email address for communications and contact information for three supervisory references.

[Application for Employment – BestCare \(bestcaretreatment.org\)](http://bestcaretreatment.org)