



## JOB DESCRIPTION

### IT Support Technician – Internship

#### GENERAL DESCRIPTION:

Shiawassee Health and Wellness, in partnership with the Cook Family Foundation, is seeking a highly motivated and enthusiastic individual to join our team as an IT Support Technician Fellow for the summer. This intern will play a vital role in supporting the IT Department efforts of Shiawassee Health and Wellness, a mental health agency committed to promoting wellness and improving the lives of individuals and families in Shiawassee County.

The IT Support Technician is responsible for providing support and services to various functions under the auspices of the IT Department. This includes but is not limited to the following:

- Respond to technical support requests via help desk tickets, email, or in person
- Troubleshoot hardware and software issues across desktops, laptops, and mobile devices
- Set up and configure new workstations, peripherals, and user accounts
- Assist with system updates, software installations, and patching
- Maintain inventory of IT equipment and ensure proper asset tagging
- Support network connectivity and printer functionality at the workstation level
- Escalate unresolved issues to higher-level IT staff or vendors
- Document troubleshooting steps, fixes, and frequently asked questions
- Follow IT security and data privacy protocols
- Provide remote support using screen-sharing or remote desktop tools
- Provide basic computer training and mentoring

The IT Support Technician shall be primarily responsible to the Information Technologies Manager but will take on duties or tasks from other supervisory staff as designated by the Chief Executive Officer.

**QUALIFICATIONS:****EXPERIENCE:**

Two or more years' experience providing technology systems support or similar positions within a multifunctional office environment with an understanding of sustained project management.

Training and experience in an office environment (healthcare preferred) which involved general office work, adherence to office procedures, use of office equipment.

**PHYSICAL REQUIREMENTS/WORKING CONDITIONS:**

The physical demands 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 individuals with a documented medical condition to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, stand, bend, reach with hands and arms, to use hands and fingers to handle or feel; to talk and hear; and frequently walk and move about the facility and community. The employee is occasionally required to stoop or kneel.

The employee must frequently lift and/or move up to 25 pounds. Must be able to review records, documents. Work is mostly performed in an office environment, at the main location. Remote work is possible and available as needed. Will involve travel to other locations/agencies/meetings.

May require evening and weekend hours.

May experience rapidly altering work assignments as directed or required to meet deadlines.

Maintain a valid driver's license and driving record that meets agency requirements.

**COMPETENCIES:**

- Demonstrates skills in Microsoft Office365, PowerPoint, Teams, and Zoom in a cloud environment.
- Demonstrates basic knowledge of Wi-Fi, Ethernet Cabling, and other IT infrastructures.
- Demonstrates basic knowledge with mobile devices such as; iPads, iPhones, Android OS, Laptop computers utilizing Mobile Device Management software.
- Demonstrates proficiency in the use of office equipment such as IP multiline telephones, fax machines, scanners, copiers, etc.
- Ability to work effectively as part of a team or independently with minimum supervision.
- Possess excellent typing and keyboarding skills.

- Possess excellent organizational and time management skills and the ability to prioritize work assignments and perform job responsibilities in a timely manner to meet scheduled deadlines.
- Knowledge of proper business writing and grammar usage. Ability to communicate effectively in person, in writing and by phone.
- Ability to concentrate and accomplish multiple tasks despite interruptions.
- Ability to be detail orientated.
- Ability to establish rapport with other staff, consumers, and the public.

### **ESSENTIAL FUNCTIONS:**

1. Demonstrates knowledge of Help Desk ticketing systems and understands customer service concepts and metrics.
2. Troubleshooting IT problems for all internal and external customers via Email, phone and remote support applications.
3. Demonstrates knowledge with mobile devices, mobile device management, laptop computers, printers, network switches, battery backups, and information systems applications to sufficiently troubleshoot and resolve complex issues within multi-departmental settings, based on staffing needs.
4. Demonstrates ability to repair and upgrade PCs and Laptops.
5. Demonstrates knowledge of Cyber security concepts and the basic layers of computer networking.
6. Demonstrates understanding of the EHR and the processes that support the collection of data elements.
7. Adheres to all agency policies, procedures, and standards as well as those of the Department of Health and Human Services and all other applicable regulatory bodies.

### **CULTURAL COMPETENCE:**

Demonstrate awareness, sensitivity, knowledge, and use of appropriate approaches, skills and techniques that reflect an understanding of the social, cultural and economic diversity of the target population served by the Agency.

### **RECOVERY AND QUALITY OF LIFE:**

1. The willingness to embrace a philosophy of Trauma Informed Care which provides a treatment experience that maximizes choice, empowerment, control and a sense of safety for consumers served.

2. This position will be knowledgeable about and actively support 1) culturally competent, recovery-based practices, 2) person centered planning as a shared decision making process with the individual, who defines his or her own life goals and is assisted in developing a unique path toward those goals and 3) a trauma informed culture of safety to aid consumers in their recovery process.

**ASSISTIVE SERVICES AND DEVICES:**

Demonstrate a working knowledge of the variety of assistive technology, services and resources available to accommodate the needs of individuals with limited English proficiency, vision impairments, hearing impairments, mobility challenges, and the ability to access those resources as needed.

The above statements are intended to describe the general nature of work being performed by the person assigned to this position. These statements are not to be construed as an exhaustive list of all job duties to be performed.

**COMPENSATION AND TERM:**

This is a paid internship opportunity for a duration of 8-10 weeks, with flexibility to accommodate the summer semester schedule.