

Acquisition & Deployment

- ✓ Conduct research on computer products in support of PC procurement and development efforts. Evaluate and recommend hardware products for purchase.
- ✓ Write technical specifications for purchase of PCs and related products.
- ✓ 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 monitors, keyboards, hard drives, modems, 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.
- ✓ Provide guidance to junior members of the team if required.
- ✓ Other duties as assigned

Job Qualifications (Experience, Knowledge, Skills and Abilities)

- ✓ College diploma or university degree in the field of computer science and/or 5 years equivalent work experience.
 - ✓ Excellent technical knowledge of network and PC hardware, including Microsoft platform.
 - ✓ Hands-on hardware troubleshooting experience.
 - ✓ Extensive equipment support experience with PC's.
 - ✓ 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.
 - ✓ Ability to work with minimal supervision and exercise sound independent judgment
 - ✓ Excellent familiarity and application with medical terminology
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Facility Environment:

Heart of Ohio Family Health Centers operates in three locations, 882 S. Hamilton Rd, Columbus, Ohio 43213, 2365 Innis Rd, Columbus, Ohio 43224 and 5560 Chantry Dr, Columbus, Ohio

43232. All facilities are a medical office environment with front-desk reception area, separate patient examination rooms, pharmacy stock room, business offices, hallways and private toilet facilities. All facilities are on the main ground floor and ADA compliant.

This position’s primary work area is in an office within our facility

The office area is:

- kept at a normal working temperature
- sanitized daily
- maintains standard office environment furniture with adjustable chairs
- maintains standard office equipment; ie, computer, copier, fax machine, etc. at a normal working height

Physical Demands and Requirements: these may be modified to accurately perform the essential functions of the position:

- Mobility = ability to easily move without assistance
- Bending = occasional bending from the waist and knees
- Reaching = occasional reaching no higher than normal arm stretch
- Lifting/Carry = ability to lift and carry a normal stack of documents and/or files
- Pushing/Pulling = ability to push or pull a normal office environment
- Dexterity = ability to handle and/or grasp, use a keyboard, calculator, and other office equipment accurately and quickly
- Hearing = ability to accurately hear and react to the normal tone of a person’s voice
- Visual = ability to safely and accurately see and react to factors and objects in a normal setting
- Speaking = ability to pronounce words clearly to be understood by another individual

Indicate Frequency of Factors that Contribute to this Position:

<i>Factor</i>	<i>Frequency, 0 = never, 1 = occasionally, 2 = normally, 3= often, add explanation where needed</i>
Normal, steady work pace	1
Randomly changing work pace	2
Fast, sometimes chaotic, high stress work pace	1
Independent decisions made without supervision	3
Exposure to trauma, grief, death, etc	1
Exposure to disease or bacteria	2
Handles closed containers or vials of patients’ bodily fluids or tissues	0
Required to wear safety clothing or equipment	0
Handles money or financial accounts (cash,	0

checks or credit cards)	
Interacts personally with public and business associates	2
Interacts with public and business associates via the telephone, letter, or other non-face-to-face measure	2