



Walla County Health Care District

JOB TITLE: ITS Help Desk Specialist

FLSA STATUS: Non-Exempt - Union

DEPARTMENT: Information & Technology Services

DATE: August, 2026

REPORTS TO: Director of Information & Technology Services

APPROVED BY: Director of ITS

JOB SUMMARY:

The ITS Help Desk Specialist provides the first line of support for physicians and hospital staff requesting assistance with computer problems, network connectivity issues, printer & peripherals problems, and software application issues. The primary responsibility is to provide technical support in person or by telephone, email, or remote access while effectively and efficiently prioritizing competing tasks under pressure in a fast-paced professional working environment. This person will work in a complex network environment, which provides many opportunities for learning and growth.

The ITS Technical Support Analyst I must be self-motivated with a positive attitude and be dedicated to providing excellent customer service in support of the District's mission to Provide Premier Health Care. At all times the ITS Technical Support Analyst I will model the District's Mission, Vision and Values as each employee is the patient experience. The patient experience is ultimately affected by every individual's actions and is directly reflected in HCAHPS patient satisfaction surveys.

MISSION, VISION & VALUES:

The successful candidate(s) must share and demonstrate through job performance (and will be evaluated on) the ability, willingness and successful application of support for the Mission, Vision and Values of the District:

Mission: To provide premier Health Care

Vision: To be a recognized leader in mission focus, quality care, and fiscal strength

Values: Compassion, Respect, Integrity, Quality, Stewardship, and Family

ESSENTIAL DUTIES & RESPONSIBILITIES:

Include the following. Other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Respond to phone calls, emails and support request tickets to provide end-user support for troubleshooting and resolving issues involving a wide range of technologies including but not limited to: PC desktop, laptop and tablet computers; iPads, iPhones and other Smartphones; Windows desktop operating systems; Microsoft O365 and other business software applications; network printers, copiers, scanners, fax machines and other peripherals
- Troubleshoot wired and wireless network connectivity issues
- Perform PC hardware upgrades and repairs as required.
- Configure and connect computers, IP printers and other network peripherals to wired and wireless networks and troubleshoot network connectivity issues as required.
- Configure and deploy iPads, iPhones and other Smartphones, and tablet computers; install software applications on those devices; troubleshoot network connectivity issues on those devices.
- Configure, deploy and troubleshoot computer software applications
- Manage Windows Active Directory users and security groups, Group Policy, DNS, and DHCP
- Utilize RDP and remote connection software for remote server access and to provide desktop support
- Install and troubleshoot Cisco AnyConnect VPN client connections
- Prepare and maintain accurate and up to date technical support documentation, and maintain a current inventory listing of all ITS hardware and software.
- Provide basic computer and software skills training to users as needed, including the use of Microsoft O365 Outlook email with Exchange Online, Internet and Intranet navigation to network resources.
- Provide setup and technical support for audio/visual presentations and online Web conferencing.
- Provide technical support for the Providence Epic EMR system as related to local computers, peripherals and network connectivity issues.
- Utilize Epic's EMR reporting tools to extract and analyze healthcare data for decision making, compliance and quality improvement purposes.



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- Develop and maintain Epic custom reports and dashboards as needed.
- Install anti-virus/malware client software; scan for and remove as required: Malware, Spyware, viruses and other forms of malicious software
- Provide support for Avaya IP Office 500 telephone systems, and attached analog, digital and VOIP telephones
- Configure Avaya IP Office lines, users, extensions and deploy new digital and VOIP telephone sets
- Provide after-hours/weekends support by participating in on-call rotation
- Assist the I.T.S. Director and the ITS Systems Administrator with other related duties as assigned.

QUALIFICATIONS & EXPERIENCE:

- Prior technical support experience in the healthcare industry is preferred
- 3 years of current demonstrable skills and experience in these areas
 - Providing end-user technical support in a corporate environment.
 - Configuring, deploying and troubleshooting computers in a Windows Active Directory environment
 - Microsoft Windows Desktop operating systems
 - Microsoft O365 and Microsoft Outlook with Exchange Server Online
 - PC computer hardware, printers, scanners and other peripheral devices.
 - Windows Server 2016 and above: Active Directory, Group Policy, DNS and DHCP
 - Windows Terminal Services, RDP Remote Software
 - Configuration and troubleshooting of IP network computers, printers and other network peripherals
 - Configure client computers to connect to 802.11b/g/n/ac wireless networks.
 - Configuration and troubleshooting of Smartphones, iPhones and iPads, tablet PCs and installation/configuration of mobile applications
 - Virus and Malware prevention, detection and removal
 - Business telephone systems and telephone sets
- Must have excellent written and verbal communication skills. Must be able to interact with people at all levels of the organization and effectively communicate technical information to non-technical users.
- Excellent organization skills and consistent attention to detail are required.
- Must be able to set priorities, meet deadlines and multi-task with minimal supervision.
- Must possess strong interpersonal skills and be able work independently as well as part of a team.
- Must have strong troubleshooting skills, a passion for problem solving and the ability to think ahead and utilize a variety of technical resources to follow through with IT issues all the way to resolution.
- Decision Making/Judgment: This position involves projects and tasks requiring decision-making regarding procedures, plans, and schedules. Although there are sometimes problem-solving guidelines for particular problems, there may be no existing procedures or instructions for those problems. The ITS Junior Technical Support Analyst may be on their own in solving problems and determining satisfactory solutions.
- Must be able to participate in after-hours/weekends on-call rotation with a maximum on site response time of twenty minutes.

CORE COMPETENCIES:

- Compassion – Welcomes, mentors and receives new team members. Shows concern for the welfare of others.
- Respect – Manages conflict with respect and dignity for others. Attempts to address issues before escalating.
- Integrity – Owns professional development and seeks self-development. Uses good judgment in resolving job problems. Generates and evaluates alternative solutions and makes effective and timely decisions.
- Quality - Pays close attention to detail. Strives to achieve excellence in all things.
- Stewardship – Careful and responsible management of WCHCD resources. Finds productive work to keep busy during slack periods.
- Family – Creates and participates in a team environment. Applies effective interpersonal and problem-solving skills when responding to coworkers, patients and visitors.



POSITION SPECIFIC COMPETENCIES:

- Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.
- Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.
- Public Safety and Security — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Speaking — Talking to others to convey information effectively.
- Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Service Orientation — Actively looking for ways to help people.
- Time Management — Managing one's own time and the time of others.
- Near Vision — The ability to see details at close range (within a few feet of the observer).
- Finger Dexterity — The ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.
- Fluency of Ideas — The ability to come up with a number of ideas about a topic (the number of ideas is important, not their quality, correctness, or creativity).

PHYSICAL DEMANDS:

- Requires typing skills and the ability to use a computer, keyboard and mouse to enter and retrieve data.
- Must have good eyesight to view computer monitor and phone.
- Ability to use basic hand tools required for computer repairs and upgrades.
- Lifting and/or carrying up to 50 lbs. and the pushing and pulling of carts when necessary.
- Ability to walk throughout the facility and climb stairs.
- Requires stooping, bending, kneeling and crawling beneath tables and desks.
- Due to the large number of phone calls coming into the ITS Help Desk, the Junior Technical Support Analyst is required to maintain their professionalism while still trying to solve customer problems quickly and efficiently. Customers may often call while upset or frustrated. Help Desk Support Analysts are required to handle a high-demand environment in a respectful and timely manner.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those that 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.



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WCHCD CODE of CONDUCT & CONFIDENTIALITY STATEMENT:

As an employee of Wallowa County Health Care District (WCHCD) you must agree to abide by the following code of Conduct/Confidentiality Statement.

I understand and agree that in the performance of my duties I must hold medical information in confidence. I understand that any violation of the confidentiality of medical information may result in punitive action. I will at all times protect the safety of our patient/residents understanding that they are our “customers” and the reason for our employment. I will avoid any and all personal conflicts of interest as it relates to my position at this facility. I agree to abide by the dress code for WCHCD. I will not use any of the assets of WCHCD for personal use. I will abide to all rules and regulations of the State of Oregon and the United States in relation to the operation of a medical facility. I will treat my co-workers at all times in a professional & courteous manner. I will strive to always work as a team player with my co-workers. I agree to report any perceived medical/facility operation noncompliance issues immediately through the compliance reporting process.

I have read and understand the above job description.

Employee Signature

Date