	Job Description for Help Desk Technician	Department:	**Hospital Information Systems**
Oroville Hospital		Dept.#:	**8480**
		Last Updated:	**7/22/08**

Reports To

Chief Information Officer

Job Summary

To operate accurately and timely; the processing of all data into the computer as scheduled by H.I.S. Management, Separates multi-part paper. Maintain accurate file retentions, control logs, run books and manuals for computer processing, resolves errors and warnings involving the computer system and peripheral devices. Notifies H.I.S. Management of any unusual problems, monitors functions of data communication lines and assists with any problems that may arise, data entry.

Duties

1. Performs daily, weekly, monthly and yearly operations of the computer

2. Operator will be responsible for executing, monitoring and completing routine tests on request programs

3. Responsible for supporting all software systems on the computer and reconcile any problems which may arise with these procedures

4. Operate data entry programs

5. Decollate, separate and distribute reports

6. Assist operations manager in forms stocking and supply ordering

7. Maintain current back-up of all software systems

8. Under the direction of H.I.S. management, perform system recovery procedures and scheduled maintenance and repair functions

9. On a regular basis, operate and maintain hardware designated as under the direction of the H.I.S. Management of current or potential problems

10. Assist H.I.S. management in education of all system users

11. Cover other computer operator positions as needed

Qualifications

1. Prefer high school graduate or equivalent

2. Ability to operate keyboard or one or more years experience in computer operations (prefer IBM On-Line System)

Lifting Requirements

Medium - generally lifting not more than 50 lbs. maximum and frequently lifting and/or carrying of objects weighing up to 25 lbs.