Big Island Substance Abuse Council
Position Description

Title: Information Technology Assistant
Reports to: IT Administrator / and or Designee
Department: IT
Status: Non-Exempt   Created:9/9/24

POSITION SUMMARY
The IT Assistant will provide technical support and assistance to the IT Administrator and other staff members. This role involves troubleshooting hardware and software issues, maintaining computer systems, and ensuring the smooth operation of the organization's IT infrastructure.
Also help other departments in graphic designing, utilizing Canva, PowerPoint, adobe photoshop, Navigating various social media platforms.

POSITION QUALIFICATIONS	
Minimum Education	High school diploma or equivalent; an associate's degree in a related field is preferred.
Preferred Education/Experience	Basic technical knowledge of computer hardware, software, and networks.
	Demonstrates 1-3 year of relevant work experience. Experience in PC hardware, internal network communications and internet systems including a wide variety of software programs. Knowledge of Windows Server System, MS Exchange, Next Gen. Knowledge of HIPAA & IT Security compliance standards.
Required Certification/Registration	Basic Life Support: CPR annually, First Aid every 2 years, TB annually, Valid Hawaii State Driver's License. Medical Clearance.
Specific Competencies	Refer to attached Performance Standards/Indicators. Participates and maintains competencies/skills required for the positions
Equipment Used	computers with a variety of software applications, Windows servers, fax machine, modem, cellular phone, multi-line telephone, etc.
Working Environment	Indoors, well ventilated or air-conditioned office, with physical efforts required and exposure to infectious disease is a moderate risk. Verbal/physical assault is a minimal risk. Noise level in the environment is usually moderate.

Physical Requirements	1. See attached "Expected Physical Activities" 2. Be able to communicate effectively, both verbally and in writing; 3. Listening skills necessary to effectively respond to team members; 4. Occasionally presenting before a group.

RESPONSIBILITIES

1. Provide technical support for computer systems and networks, including troubleshooting hardware and software issues. Assist in the installation, configuration, and maintenance of computer hardware, software and networks.

2. Ensures proper functioning of company's information systems and makes upgrades as necessary. Responsible for maintenance and backup of internal and/or cloud-based servers.

3. Assist IT Administrator with various of projects and or technical support.

4. Support employees with different of desktops, laptops, and servers at all company locations.

5. Generate reports as requested. Monitor and resolve IT tickets.

6. Reviews and analyzes the programming of systems including testing and debugging to support the agencies application systems

7. Analyzes and troubleshoots all computer systems

8. Maintain IT system inventory

9. Monitor and address any EMR issues. Assist staff with troubleshooting EMR issues that may occur.

10. Stay informed on new or emerging trends and technologies that provide benefits to the agency.

11. Keeps accurate and timely logs to document repair or maintenance of computer systems

12. Responsible to deliver and/or facilitate staff training in IT area.

13. Maintains and controls user account information including usage and access to information, computer systems, and all internal and external networking

14. Perform all other related duties as assigned.

REQUIREMENTS

15. Knowledge of commonly used concepts, practices and procedures relating to this field

16. Maintain database development and control

17. Knowledge and adherence of the Federal Confidentiality Laws, CARF & HIPAA regulations and requirements

18. A wide degree of creativity and latitude is expected. Ability to manage multiple assignments and meets deadlines.

19. Strong organizational and time management skills. Self-motivation and the ability to take initiative and multitask