



## THE EASTERN REGIONAL HEALTH AUTHORITY

### POSITION DESCRIPTION

<b>1. JOB TITLE</b>  DESKSIDE SUPPORT TECHNICIAN	<b>2. DIVISION</b>  <input type="checkbox"/> HEAD OFFICE <input type="checkbox"/> SANGRE GRANDE HOSPITAL <input type="checkbox"/> NARIVA/MAYARO <input type="checkbox"/> ST. ANDREW/ST. DAVID	<b>3. DEPARTMENT</b>  INFORMATION SYSTEMS/INFORMATION TECHNOLOGY
<b>4. ORGANISATIONAL RELATIONSHIP</b>  The Deskside Support Technician will report to the Senior Technician/Help Desk Coordinator.	<b>5. NATURE &amp; SCOPE</b>  The Deskside Support Technician is responsible for identifying and meeting the hardware needs of the users.	
<b>6. SPECIFIC ACCOUNTABILITIES</b>  The Deskside Support Technician: <ul style="list-style-type: none"> <li><input type="checkbox"/> Provides strong technical hardware, software and network assistance and maintenance to all end users in the shortest possible time.</li> <li><input type="checkbox"/> Contribute towards minimizing down time and help achieve the most efficient use of technology available.</li> <li><input type="checkbox"/> Documents all questions and incidents with detail, for both accurate metrics and to help build a rich Information Technology knowledge base.</li> <li><input type="checkbox"/> Ensures that problem reports received are tracked and monitored through to resolution, while providing feedback to the end user.</li> <li><input type="checkbox"/> Assists in the customization and adaptation of existing hardware/software to meet users' requirements.</li> <li><input type="checkbox"/> Connects users to networks.</li> <li><input type="checkbox"/> Performs system upgrades, software updates and hardware maintenance to ensure operational effectiveness.</li> <li><input type="checkbox"/> Executes schedules and protocols developed for backups, maintenance and training.</li> <li><input type="checkbox"/> Transfers basic knowledge to the users and training on the use of new equipment.</li> <li><input type="checkbox"/> Performs other related duties as required by the appropriate Authority.</li> </ul>		
<b>7. KEY KNOWLEDGE, SKILLS AND ABILITIES</b>  <ul style="list-style-type: none"> <li><input type="checkbox"/> Strong interpersonal and communication skills.</li> <li><input type="checkbox"/> Strong troubleshooting skills.</li> <li><input type="checkbox"/> Ability to establish and maintain effective working relationships</li> <li><input type="checkbox"/> Ability to use initiative and independent judgment to achieve assigned responsibilities.</li> <li><input type="checkbox"/> Ability to maintain confidentiality</li> <li><input type="checkbox"/> Ability to think analytically and logically.</li> <li><input type="checkbox"/> Ability to work independently with minimum supervision.</li> </ul>		
<b>8. MINIMUM TRAINING AND EXPERIENCE</b>  <ul style="list-style-type: none"> <li><input type="checkbox"/> Associate Degree in Computer Science or a related field.</li> <li><input type="checkbox"/> A+ certified.</li> <li><input type="checkbox"/> Network + certification would be considered an asset.</li> <li><input type="checkbox"/> Two (2) years experience in repair and maintenance of PC's, printers and peripheral devices.</li> <li><input type="checkbox"/> Experience in the Windows environment would be considered an asset.</li> <li><input type="checkbox"/> Any equivalent combination of qualification and experience.</li> </ul>		
<b>9. SUPERVISORY RESPONSIBILITIES</b>  Not applicable.		

## 10. COMMUNICATION AND WORKING RELATIONSHIP

### ***Internal:***

- Senior Technician/Help Desk Coordinator
- Manager-Information Systems/Information Technology
- Assistant Manager-Information System/Information Technology
- Manager-Hospital Administration
- Area Administrative Officers
- Other staff of the Information Systems/Information Technology Department
- All Heads of Department
- All members of staff

### ***External:***

- Telecommunication Services of Trinidad and Tobago (TSTT)
- Contractors
- Suppliers