

MASSACHUSETTS GENERAL HOSPITAL

Job Title: Ragon IT Service Technician

Job Family: IT/Health IT/Informatics

Job Code: 002004

Grade: 79

FLSA Status: Non-exempt

Department: Ragon Institute of MGH, MIT & Harvard

Reviewed By: A Morin

Position Reports To: Director of IT/Ragon Institute

Date last revised: Sept 2021

GENERAL SUMMARY/ OVERVIEW STATEMENT: Summarize the nature and level of work performed.

Receiving general direction from the Ragon Institute IT Director, the IT Service Technician is a member of the administrative/operations team and is responsible for providing Tier 1 level support and customer service for informatics applications and hardware for the workforce at the Ragon Institute. The Ragon Institute consists of 20+ research labs and cores, totaling 200+ workforce; this role will provide IT coverage on site during normal business hours, generally M-F from 830am-5pm, for all levels of the workforce within the Ragon community.

Must be fully conversant with either Microsoft Windows 10 or MacOS X; with a good working knowledge of the other applications/platforms typically supported which include, but are not limited to Microsoft Windows, MacOS X, Linux, iOS and Android.

PRINCIPAL DUTIES AND RESPONSIBILITIES: Indicate key areas of responsibility, major job duties, special projects and key objectives for this position. These items should be evaluated throughout the year and included in the written annual evaluation.

Systems/Application Management:

- Provides Tier 1 level technical support for informatics applications and hardware as a member of IT function at the Ragon Institute
 - Gathers staff information
 - Utilizes support application for documentation and knowledge base
 - Analyzes symptoms and figure out underlying problems
 - Provides solutions to most common problems:
 - Application navigation
 - Basic application features/functions
 - Hardware/software setup
 - Uninstall/reinstall applications
 - Username/password problems
 - Verify application/workstation configurations
- Supports computer hardware and software for research and administrative applications: e.g. Office 365, Endnote, Adobe suite, Prism, FlowJo, etc. Installs computer hardware, software and configures personal computers to run software efficiently. Maintains, modifies or enhances existing software for new environments (e.g. new hardware, operating system) to provide greater functionality or ease of use. Troubleshoots and resolves problems with software.
- Installs and configures personal computers and peripherals. Troubleshoots and resolves computer hardware problems, either by performing repairs directly or interfacing with other resources to effect repairs.

- Integrates computer software and hardware from different vendors to provide functionality. Investigates and resolves local networking issues.
- Assists users in use of personal computers, digital devices such as tablets and phones and related software. Performs troubleshooting and problem resolution.
- Investigates new computer tools and techniques, provides recommendations on adopting new technologies for Department applications.
- Assists with Institute videoconferencing requests, utilizing onsite hardware and software.
- Liaises with vendors to obtain hardware specs and quotes for procurement based on requests from end users. Follows up to keep requestors apprised of delays in delivery.
- Performs system maintenance duties such as system backup, organizing disk or cloud storage, supporting printers and other peripherals.
- Log support calls with Mass General Brigham's Service Desk and proactively monitors tickets to keep end users informed of progress.
- Attend meetings regularly including Admin/Operations team meetings and other MGB IS meetings as required.
- Provides support to the IT Director on Institute IT projects as needed
- Performs other duties as requested.

SKILLS/ABILITIES/COMPETENCIES REQUIRED: Must be realistic, objective, measurable and related to essential functions of this job.

- Proven ability to quickly analyze and resolve technical issues for workforce
- Ability to carry out position with high degree of customer service, communication, teamwork, and timeliness
- Ability to organize priorities and workload
- Must be able to work effectively with diverse groups of people
- Excellent written and verbal communication skills
- Strong technical and general IS knowledge, including hardware, software, personal computers and networking
- Ability to work well in a fast paced dynamic work environment
- Proficiency in office automation systems i.e. Windows OS, MS Office, etc.

LICENSES, CERTIFICATIONS, and/or REGISTRATIONS (if applicable): Specify minimum credentials and clearly indicate if preferred or required

- N/A

EDUCATION: Specify minimum education and clearly indicate if preferred or required

- Bachelor's Degree, in a scientific or technical preferred; preferably in Computer Science
- CompTIA A+ certification required
- Formal training or experience in installing, configuring and supporting personal computers in a networked environment.

EXPERIENCE: Specify minimum creditable years of experience and clearly indicate if preferred or required

- 2 years of experience required in a customer service role ideally in Information Systems (IS)- in an IT helpdesk environment or performing first-line support, ideally in an Academic, Research or Hospital environment is essential.
- Experience with Service Desk technology and methodologies beneficial.

SUPERVISORY RESPONSIBILITY (if applicable): List the number of FTEs supervised.

- N/A

FISCAL RESPONSIBILITY (if applicable): Indicate financial “scope” information, i.e.: size of budget, volume, revenue, etc.; Indicate total physician/non-physician FTE scope

- N/A

WORKING CONDITIONS: Describe the conditions in which the work is performed.

- Role will be based onsite with occasional off-site/remote work as possible; shared office space. Keeping with organizational COVID guidelines, all workforce is required to use masks while onsite, except in the lunch cafeteria when eating- and 6ft distance must be maintained at all times; must comply with any changes to these guidelines as well as all other applicable policies and procedures.

APPROVAL:

Department Mgr.

Title: Date:

The above is intended to describe the general contents and requirements of work being performed by people assigned to this classification. It is not intended to be construed as an exhaustive statement of all duties, responsibilities or skills of personnel so classified.