



Position: HIS Support I
Program: Health Information Systems
Department: Health Services
Reports to: HIS Director
Salary: \$18.00 per hour
Status: 70%, Regular, Part-Time, Non-Exempt, Confidential
Probation: 90 days
Benefits: Sick, Vacation, and Personal Accruals

JOB SUMMARY: The HIS Support I position is responsible for performing a variety of support activities including but not limited to the remediation of application support issues, the installation of software, password resets, unlocking accounts and basic hardware troubleshooting. HIS Support Level I will both resolve tickets in the Helpdesk management system and work on various projects and field deployments as requested.

ESSENTIAL FUNCTIONS:

- 1) Provide application support for users of Los Angeles LGBT Center (Center) Health Services Systems including electronic medical record, practice management and pharmacy management system;
- 2) Diagnosing and solving hardware/software issues of simple to moderate complexity, as well as discern when to escalate issues to next level support and/or management;
- 3) Install and configure software and computer systems;
- 4) Assist new users and assist with password or login problems;
- 5) Provide regular status updates to users during extended troubleshooting efforts;
- 6) Provide telephone, email and walk-up support, including walking through steps to resolve technical problems, as needed and log those interactions as helpdesk tickets;
- 7) Collaborate with HIS and Center Information Technology teams for urgent and complex issues;
- 8) Be knowledgeable about and apply company policies to customer requests;
- 9) Support the implementation of new solutions or applications;
- 10) Other duties as assigned.

JOB QUALIFICATIONS AND EXPERIENCE:

- 1) Knowledge of or experience working with the LGBTQ community and familiarity with issues of particular relevance to LGBTQ people;
- 2) A passion for the Center's work and its mission to make the world a better place for LGBTQ people;
- 3) Technical knowledge of Windows 7/10, Microsoft Office 2016/O365 products, Mac OS is a plus;
- 4) Ability to troubleshoot, fix and install HIS applications peripheral devices and resolve technology incidents and requests;
- 5) Excellent customer service skills;
- 6) Proficiency in troubleshooting desktop computer issues, both hardware and software;
- 7) Excellent team player attitude;
- 8) Excellent verbal and written communication skills;
- 9) Capacity to work with guided supervision;
- 10) Experience with Health IT applications (e.g. EMR, Pharmacy Management Software)
- 11) Ability to handle multiple tasks, prioritize appropriately, and remain calm under pressure and when faced with adversity or urgent issues;
- 12) Customer-focused with a "service first" mentality;
- 13) Must possess a strong, dynamic character, capable of dealing effectively with colleagues and business users working a constantly evolving environment;
- 14) Access to reliable transportation and the ability to be insured;
- 15) Responsible, respectful and dependable;
- 16) Demonstrated ability to work effectively with people of diverse races, ethnicities, nationalities, sexual orientations, gender identities, gender expression, socio-economic backgrounds, religions, ages, English-speaking abilities, immigration statuses, and physical abilities in a multicultural environment.

E-mail cover letter and resume as an attachment to jobs@lalgbtcenter.org website: www.lalgbtcenter.org

Or submit cover letter with application/resume to:

Los Angeles LGBT Center, Human Resources Dept., 1625 N. Schrader Blvd., Los Angeles, CA 90028

The Los Angeles LGBT Center is an Equal Opportunity Employer and is committed to fostering diversity within its staff. Applications are encouraged from all persons regardless of their race, color, ancestry, religious creed, national origin, sex, sexual orientation, gender identity, gender expression, medical/physical/mental condition, pregnancy/childbirth and related medical condition, age, marital status, or veteran status.