



FIELD/SITE TECHNICIAN I: JOB DESCRIPTION

Classification: Full-time, Salaried, Exempt

Annual Compensation: Field/Site Technician I - \$35,000-\$42,500

Benefits: Medical, STD, and \$20K Life Insurance for Employee (Family Medical, Dental, additional Life Insurance, and LTD are available for additional employee-paid premiums)

Paid Time Off (PTO): 120 hours annually to start, accrued bi-weekly, plus 10 paid holidays

Reports to: Manager, Site Supervisor, and/or Lead Technician

FIELD/SITE TECHNICIAN I

Role	Role Responsibilities
IT Team Member	<ul style="list-style-type: none"> • Complete IT duties as assigned according to schedule set by manager, site supervisor, or lead technician • Primary job functions do not typically require exercising independent judgment • Provide technical and individual user support <ul style="list-style-type: none"> ➤ Field Technicians will work at multiple client sites, with the RWA corporate office as their reporting base ➤ Site Technicians will be assigned to only 1-3 clients, and will primarily report to the client sites • Communicate regularly with other team members about technology issues affecting systems operations and client workflow/production • Complete other duties as assigned
Technology Maintenance	<ul style="list-style-type: none"> • Provide technical support/troubleshooting for user-centered equipment such as desktops, printers, scanners, faxes, phones • Provide basic technical support/troubleshooting for LAN/WAN devices • Provide troubleshooting, resolution, and updating/upgrading of both hardware and software • Assist in new system design and layout • Utilize remote management tools and services (provided by client or RWA) • Assist higher level techs in completing required documentation of technology checklists, changes in network design, and changes/upgrades of ALL hardware/software per RWA procedures • Complete other duties as assigned
Research	<ul style="list-style-type: none"> • Read technology journals, articles, web sites, etc., WEEKLY to keep knowledge up-to-date • Research technology changes and industry 'best practices'
Qualifications	
Required Education and Experience	<ul style="list-style-type: none"> • High School Diploma or GED • 2-year degree from either a community college or a technical training institution; or equivalent military experience • Minimum 18 months Help Desk or client Technical Support experience • Additional experience MAY be substituted for the required education at the discretion of management • Demonstrated knowledge of troubleshooting user applications: MS Office, web browsers, mail clients, operating systems



	<ul style="list-style-type: none"> • Demonstrated knowledge of networking fundamentals • Good technology research, writing, and scripting skills • Good customer service skills, especially in dealing with challenging clients
Preferred Education and Experience	<ul style="list-style-type: none"> • A+ and MCP Desktop certifications • Experience with health care organizations or applications, such as practice management systems, electronic medical records, and PACS
Evaluation Areas	Evaluation Criteria
Behavioral Expectations	<p>Every employee will be evaluated on the way their work performance and behavior with clients and other team members embodies the RWA core values:</p> <ul style="list-style-type: none"> • Versatility • Accountability • Long-term Relationships • Uncompromising Ethics • Empowerment • Spirit
Performance Expectations	<p>Employees will be evaluated on the degree to which they successfully carry out the job duties outlined above. Additional criteria will be:</p> <ul style="list-style-type: none"> • Posting at least 2 Tech Tips per year based on personal research • Adherence to RWA corporate policies and procedures as outlined in your employee handbook • Degree to which employee meets goals and objectives as stated on prior review
Incentives	
Bonus Potential	<p>Discretionary Bonuses may be awarded for the following efforts above and beyond the basic job description:</p> <ul style="list-style-type: none"> • Additional training and certifications • Performance excellence • Project profit-sharing for extra hours worked with efficiency and quality on special projects
Advancement	
Promotion requirements	<p>To advance to Field/Site Technician II:</p> <ul style="list-style-type: none"> • Satisfy job description requirements for Field/Site Technician II • Receive an average rating of 3.5 or higher on last performance review • Have at least 6 months experience at RWA