



FIELD/SITE TECHNICIAN II: JOB DESCRIPTION

Classification: Full-time, Salaried, Exempt

Annual Compensation: Field/Site Technician II - \$40,000-\$47,500

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 II

| 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 occasionally require exercising independent judgement • 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 report primarily 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 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) ❖ Complete required documentation of technology checklists, changes in network design, and changes/upgrades of ALL hardware/software, per RWA procedures ❖ Create and manage user email accounts ❖ Provide basic technical support/troubleshooting for small server hardware and OS environments • 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 24 months Help Desk or client Technical Support experience |

❖ *Elements that appear in blue with the preceding bullet are those that differentiate a Tech I from a Tech II.*



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|------------------------------------|---|
| | <ul style="list-style-type: none"> • Additional experience MAY substitute for the required education at the discretion of management • Demonstrated knowledge of troubleshooting user applications: MS Office, web browsers, mail clients, operating systems • Demonstrated knowledge of networking fundamentals ❖ MCDST OR MCP Desktop OS or equivalent certification • 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+ certification • 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 ❖ Maintain any achieved certifications |
| 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 III, Technical Specialist, Site Supervisor, or Lead Tech I:</p> <ul style="list-style-type: none"> • Satisfy job description requirements for desired position • Receive an average rating of 3.5 or higher on last performance review • Have at least 6 months experience at RWA |

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