



## **FIELD/SITE TECHNICIAN III: JOB DESCRIPTION**

Classification: Full-time, Salaried, Exempt

Annual Compensation: Field/Site Technician III - \$47,500-\$55,000

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 III**

<b>Role</b>	<b>Role Responsibilities</b>
IT Team Member	<ul style="list-style-type: none"> <li>• Complete IT duties as assigned according to schedule set by manager, site supervisor, or lead technician</li> <li>❖ <i>Primary job functions typically require exercising independent judgment and creative thinking</i></li> <li>• Provide technical and individual user support               <ul style="list-style-type: none"> <li>➤ Field Technicians will work at multiple client sites, with the RWA corporate office as their reporting base</li> <li>➤ Site Technicians will be assigned to only 1-3 clients, and will report primarily to the client sites</li> </ul> </li> <li>• Communicate regularly with other team members about technology issues affecting systems operations and client workflow/production</li> <li>• Complete other duties as assigned</li> </ul>
Technology Maintenance	<ul style="list-style-type: none"> <li>• Provide technical support/troubleshooting for user-centered equipment such as desktops, printers, scanners, faxes, phones</li> <li>• Provide technical support/troubleshooting for LAN/WAN devices</li> <li>• Provide troubleshooting, resolution, and updating/upgrading of both hardware and software</li> <li>❖ <i>Develop basic elements in new system design and layout</i></li> <li>• Utilize remote management tools and services (provided by client or RWA)</li> <li>• Complete required documentation of technology checklists, changes in network design, and changes/upgrades of ALL hardware/software, per RWA procedures</li> <li>• Create and manage user email accounts</li> <li>❖ <i>Provide intermediate technical support/troubleshooting for small server hardware and OS environments</i></li> <li>❖ <i>Design, build, and maintain small server implementations</i></li> <li>• Complete other duties as assigned</li> </ul>
Research	<ul style="list-style-type: none"> <li>• Read technology journals, articles, web sites, etc., WEEKLY to keep knowledge up-to-date</li> <li>• Research technology changes and industry 'best practices'</li> </ul>
<b>Qualifications</b>	
Required Education and Experience	<ul style="list-style-type: none"> <li>• High School Diploma or GED</li> <li>• 2-year degree from either a community college or a technical training</li> </ul>

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



	<p>institution; or equivalent military experience</p> <ul style="list-style-type: none"> <li>❖ <b>Minimum 36 months Help Desk or client Technical Support experience</b></li> <li>• Additional experience MAY substitute for required education at the discretion of management</li> <li>• Demonstrated knowledge of troubleshooting user applications: MS Office, web browsers, mail clients, operating systems</li> <li>❖ <b>Microsoft Certified Systems Administrator (MCSA) OR combination of four MS certificates or other approved vendor testing certificates</b></li> <li>• Good technology research, writing, and scripting skills</li> <li>• Good customer service skills, especially in dealing with challenging clients</li> </ul>
Preferred Education and Experience	<ul style="list-style-type: none"> <li>• A+ certification</li> <li>• Experience with health care organizations or applications, such as practice management systems, electronic medical records, and PACS</li> </ul>
<b>Evaluation Areas</b>	<b>Evaluation Criteria</b>
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"> <li>• Versatility</li> <li>• Accountability</li> <li>• Long-term Relationships</li> <li>• Uncompromising Ethics</li> <li>• Empowerment</li> <li>• Spirit</li> </ul>
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"> <li>• Posting at least 2 Tech Tips per year based on personal research</li> <li>• Adherence to RWA corporate policies and procedures as outlined in your employee handbook</li> <li>• Degree to which employee meets goals and objectives as stated on prior review</li> <li>• Maintain any achieved certifications</li> </ul>
<b>Incentives</b>	
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"> <li>• Additional training and certifications</li> <li>• Performance excellence</li> <li>• Project profit-sharing for extra hours worked with efficiency and quality on special projects</li> </ul>
<b>Advancement</b>	
Promotion requirements	<p>To advance to Lead Technician I, Site Supervisor, or Technical Specialist:</p> <ul style="list-style-type: none"> <li>• Satisfy job description requirements for desired position</li> <li>• Receive an average rating of 3.5 or higher on last performance review</li> <li>• Have at least 6 months experience at RWA</li> </ul>

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