



**LEAD TECHNICIAN I: JOB DESCRIPTION**

Classification: Full-time, Salaried, Exempt

Annual Compensation: Lead Technician I - \$47,500-\$60,000

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 and/or VP

**LEAD TECHNICIAN I**

<b>Role</b>	<b>Role Responsibilities</b>
IT Team Lead	<ul style="list-style-type: none"> <li>• Primary job functions require exercising independent judgment and creative thinking</li> <li>• Design and configure account technical solutions</li> <li>• Perform project administration duties on small projects for low-complexity clients (responsible for ensuring day-to-day project tasks are appropriately delegated and completed)</li> <li>• Effectively delegate tasks to lower level technicians to meet general account service goals</li> <li>• Notify SDM and Help Desk Dispatch to identify which contractors are preferred or restricted from an account</li> <li>• Provide input on technician performance assessments</li> <li>• Train and mentor team members (technicians, managers and clients)</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>
Client IT Administrator	<ul style="list-style-type: none"> <li>• Responsible for overall management and stability of client technology</li> <li>• Act as primary client contact on day-to-day technology issues</li> <li>• Identify and understand client user personalities and office processes, and incorporate into recommended technical solutions to maximize benefit to client</li> <li>• Develops design configurations and equipment list (to include part numbers, required options, quantities), provides to SDM for orders</li> <li>• Update site configuration documentation after site configuration changes</li> <li>• Site/Systems Level troubleshooting for issues impacting entire site/critical services</li> <li>• Level 3 technical escalation (phone support) for Helpdesk</li> <li>• Implement account technology projects &amp; solutions</li> <li>• Complete required documentation of technology checklists, changes in network design, and changes/upgrades of ALL hardware/software per RWA procedures</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>• Watch for, implement &amp; integrate new technologies to improve account service</li> <li>• Develop Standardized Service Delivery methods and/or forms</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 institution, or equivalent military experience</li> </ul>



	<ul style="list-style-type: none"> <li>• 48 months Microsoft system administration (client and server platforms) in multi-server environments with enterprise level applications</li> <li>• Additional experience MAY substitute for the required education at the discretion of management</li> <li>• Microsoft Certified Systems Administrator (MCSA) OR combination of four MS certificates or other approved vendor testing certificates</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>• Bachelor's degree in Information Systems or related field</li> <li>• Exchange certifications, implementation, and administration</li> <li>• MCDST + 2 additional certifications</li> <li>• Relevant non-Microsoft certifications (Cisco, Fortinet, etc.)</li> <li>• Experience with technology in health care organizations or small business environments</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>• Posting at least 1 Med-Tech Research Wiki page per year</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 certifications achieved</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>	
	<p>To advance to a Lead Technician II, SDM I, Technical Architect, or Technology Consultant:</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 as Lead Technician I</li> <li>• For SDM I or Technical Architect or Technology Consultant, have at least 24 months of experience at RWA as a Lead Technician I</li> <li>• For Lead Technician II, have at least 18 months of experience at RWA as a Lead Technician</li> </ul> <p>To make a lateral transfer to a Technical Specialist or Site Supervisor, see your SDM</p>