



## SITE SUPERVISOR: JOB DESCRIPTION

**Classification:** Full-time, Salaried, Exempt

**Annual Compensation:** Site Supervisor - \$50,000-\$65,000

**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:** Service Delivery Manager

### SITE SUPERVISOR

| <b>Role</b>            | <b>Role Responsibilities</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| IT Team Supervisor     | <ul style="list-style-type: none"> <li>• Primary job functions require exercising independent judgment and creative thinking</li> <li>• Schedule and direct assigned technicians to meet service goals</li> <li>• Consult with lead technician on designing and configuring account technical solutions</li> <li>• Provide Level 2 technical escalation (phone support) for Helpdesk</li> <li>• Perform technician tasks as needed for coverage</li> <li>• Assist SDM with technician performance evaluations</li> <li>• Perform technician interviews and make hiring recommendations to SDM</li> <li>• Train and mentor technical team members</li> <li>• Advise SDM of disciplinary problems for action</li> <li>• Work with SDM in identifying potential projects and staffing needs</li> <li>• Ensure required documentation of technology checklists, changes in network design, and changes/upgrades of ALL hardware/software are completed by technicians, per RWA procedures</li> <li>• Complete other duties as assigned</li> </ul> |
| Client Liaison         | <ul style="list-style-type: none"> <li>• Act as day-to-day liaison with client               <ul style="list-style-type: none"> <li>a. Provide first response to team-client conflicts</li> <li>b. Maintain regular communication with client about site status, satisfaction with service, expected technical needs, projects, etc.</li> <li>c. Establish rapport with client management and staff in order to act as face of RWA and maintain client trust</li> </ul> </li> <li>• Assist SDM in managing and implementing special projects</li> <li>• Assist client with developing and delivering staff training on desktop and clinical applications (e.g. Outlook, Word, EMR, etc.)</li> <li>• Develop and maintain vendor relationships that impact client</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>                                                                         |
| 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 new technologies RWA could integrate to improve service</li> <li>• Research technology changes and industry 'best practices'</li> <li>• Keep up to date on trends in the client's industry (e.g. medical practice) in order to keep RWA competitive in recommending technology solutions</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Qualifications</b>  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Required Education and | <ul style="list-style-type: none"> <li>• High School Diploma or GED</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |



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| Experience                         | <ul style="list-style-type: none"> <li>• 2-year degree from either a community college or a technical training institution; or equivalent military experience</li> <li>• 4 years Microsoft system administration (client and server platforms) in multi-server environments</li> <li>• Additional experience MAY substitute for the required education at the discretion of management</li> <li>• MCDST or MCP Desktop OS or equivalent certification</li> <li>• Good technology research, writing, and scripting skills</li> <li>• Aptitude for supervision: training, interviewing, and scheduling</li> <li>• Desire to take more active role in working with clients</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 a related field</li> <li>• 1 year experience supervising staff, to include training, scheduling, interviewing, and performance evaluation</li> <li>• 6 months experience conducting staff training</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>Employee will be evaluated on the degree to which he/she successfully carries 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>• Write at least 1 Med-Tech Research Wiki Page per year</li> <li>• Adherence to RWA corporate policies and procedures as outlined in the employee handbook</li> <li>• Successful completion of stated goals and objectives on prior review</li> <li>• Maintain 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>                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                                    | <p>To advance to a Service Delivery Manager I:</p> <ul style="list-style-type: none"> <li>• Satisfy job description requirements for Service Delivery Manager I</li> <li>• Receive an average rating of 3.5 or higher on last performance review as a Site Supervisor</li> <li>• Have at least 1 year of experience at RWA as a Site Supervisor</li> </ul> <p>**To make a lateral transfer to a more technical position, please discuss requirements with your SDM</p>                                                                                                                                                                                                                                                                                                     |