



## TECHNICAL SPECIALIST: JOB DESCRIPTION

Classification: Full-time, Salaried, Exempt

Annual Compensation: Technical Specialist - \$47,500-\$85,000

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

### TECHNICAL SPECIALIST

<b>Role</b>	<b>Role Responsibilities</b>
Specialized Technology Leader	<ul style="list-style-type: none"> <li>• Primary job functions require exercising independent judgment and creative thinking</li> <li>• Maintain and develop knowledge in specific technical specialty or specialties</li> <li>• Assist Service Delivery Managers in identifying and developing new products and services in their area(s) of specialty</li> <li>• Use new developments in their area(s) of specialty to generate tools and ideas for improving quality of service to clients</li> <li>• Provide level 4 support to technicians in their area(s) of expertise</li> <li>• Provide training for field and site technicians; review technicians' tech tips</li> <li>• Provide technical support to Service Delivery Managers in client presentations</li> <li>• Complete other duties as assigned</li> </ul>
Technology Maintenance & Administration	<ul style="list-style-type: none"> <li>• May function as integral member of Core Support Team</li> <li>• Maintain a Campus-wide level of service and standardization in their area(s) of specialty, across all clients</li> <li>• Maintain documentation for tools and implementations</li> <li>• Generate and update trouble tickets</li> <li>• Accurate and timely entry of ticket updates, time entry and client billable expenses</li> <li>• Search trouble tickets for patterns and/or opportunities to apply area of specialty to improve site quality of service</li> <li>• Utilize remote management tools and services (provided by client or RWA)</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> <li>• 60 months Microsoft system administration (client and server platforms)</li> <li>• Additional experience MAY be substituted for the required education at the discretion of management</li> <li>• Microsoft Certified Systems Engineer (MCSE) OR equivalent combination of</li> </ul>



	<p>seven MS certificates or other approved vendor testing certificates</p> <ul style="list-style-type: none"> <li>• Certification(s) in area(s) of expertise</li> <li>• Demonstrated understanding of the need to mesh technical elegance with clients' business constraints</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>• Relevant non-Microsoft certifications (Cisco, Fortinet, etc.)</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 4 Tech Tips per year based on personal research</li> <li>• Posting at least 2 Med-Tech Wiki page per year</li> <li>• Presenting at least one instructor-led training session to technical staff per year, in a specialty area</li> <li>• Maintain existing certifications</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> </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 Technical Architect:</p> <ul style="list-style-type: none"> <li>• Satisfy job description requirements for a Technical Architect</li> <li>• Receive an average rating of 3.5 or higher on last performance review</li> <li>• Have at least 24 months experience at RWA</li> </ul>