



POSITION DESCRIPTION

POSITION TITLE: Health Information Systems Helpdesk Support

RESPONSIBLE TO: Chief Information Officer

GENERAL ACCOUNTABILITIES:

The Health Information Systems Helpdesk Support serves as a champion of the Vision and Mission and promotes an environment that is consistent to the Health Centre's Statement of Values and Principles. The Health Information Systems Helpdesk Support is an essential member of the client-centred health professional Team. The Health Information Systems Helpdesk Support will work with the other members of the Health Centre's teams to effectively and efficiently serve Health Centre clients through traditional, non- traditional and innovative approaches to service delivery within the broad determinants of health framework.

SUMMARY OF FUNCTIONS:

The Health Information Systems Helpdesk Support will assist the Chief Information Officer oversee the implementation of strategic information technology solutions in order to improve client care and public accountability.

SPECIFIC ACCOUNTABILITIES:

1. Answer all phone calls that come to the support desk
2. Reply all e-mails that come to the call centre support desk
3. Track all incoming tickets/issues for each Community Health Centre and/or partner organization on the Health Centre ticketing system.
4. Track time for each ticket using the call centre ticketing system
5. Direct the ticket/issue to the relevant Health Information Staff member
6. Ensure all user calls are responded to within acceptable parameters established by the Health Information Systems Department
7. Maintain a user directory for all users (HIS Partners)
8. Using customer service tools, systems and training to understand and resolve customer questions and concerns
9. Building relationships and loyalty with customers via friendly, efficient and high-quality customer service.
10. Maintaining technology equipment inventory for Information Systems partner organizations
11. Take meeting minutes when needed
12. Assist on special projects
13. Weekly ticket reports and send to partners
14. Maintain Health Centre website other Social Media accounts (Facebook, twitter, Instagram etc.)
15. Maintaining PowerPoint presentation to be displayed on waiting room computers
16. Maintaining WAVE intranet application
17. Resetting and Unlocking systems network user password for all Information Systems partner organizations as and when requested via a ticket
18. Communicating new user passwords with Information Systems partner organizations via encryption terminology
19. Perform other duties as assigned

QUALIFICATIONS:

1. Graduation Diploma in Computer Science, or an acceptable combination of education and relevant experience required
2. High degree of resourcefulness, flexibility, and adaptability
3. Proficiency in typing, word processing and general computer skills, including Microsoft Office, Excel and PowerPoint.
4. Two to five years' office experience, with demonstrated ability to be flexible, organized, a self-starter, and possesses excellent problem-solving skills.
5. Excellent communication and interpersonal skills, with a demonstrated ability to work with staff to ensure an effective working environment.
6. Demonstrated ability to be flexible, and possess excellent organization and problem-solving skills.
7. Good communication and interpersonal skills
8. Enthusiasm to serve a diverse community
9. Ability to be flexible and adaptable
10. Excellent communication skills

I understand the requirements, essential functions and duties of the position.

Date

Revised: October 2019