

**Position: P.C. Technician**

**POSITION SUMMARY**

The PC Technician's role is to provide a single point of contact for end users to receive support and maintenance within the organization's desktop computing environment. This includes installing, diagnosing, repairing, maintaining, and upgrading all PC software, hardware and peripheral equipment to ensure optimal workstation performance. The person will also troubleshoot problem areas (in person, by telephone, or via e-mail) in a timely and accurate fashion, and provide end-user assistance where required.

**POSITION ACCOUNTABILITIES**

The P.C. Technician will be responsible for the following:

1. Perform onsite analysis, diagnosis, and resolution of complex desktop problems for end users.
2. Recommend and implement corrective solutions, including offsite repair for remote users as needed.
3. Install, configure, test, maintain, monitor, and troubleshoot end-user workstations and related hardware and software to deliver required desktop service levels.
4. Assess the need for and implement performance upgrades to PC boxes, including installing CPUs, RAM memory chips, I/O and NIC cards, ribbon cables, hard drives, and other peripherals.
5. Collaborate with LAN technicians/network administrators to ensure efficient operation of the company's desktop computing environment.
6. Where required, administer and resolve issues with associated end-user workstation networking software products.
7. Receive and respond to incoming tickets, calls, and/or e-mails regarding desktop problems.
8. Answer to and perform moves, adds, and changes (MAC) requests as they are submitted.
9. Ensure that physical desktop connections (i.e. RJ-45 Ethernet jacks, RJ-11 telephone modem jacks, connectors between PCs and servers, etc.) are in proper working order.
10. Prepare tests and applications for monitoring desktop performance, and provide performance statistics and reports.
11. Assist in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring desktop operations.
12. Field incoming problem tickets from end users to resolve application and software issues.
13. The position requires compliance with Hidalgo Medical Services written standards, including its Compliance Program and Standards of Conduct and policies and procedures. Such compliance will be considered part of the regular performance evaluation.

**MINIMUM QUALIFICATIONS (Fellowship Program could vary although preferred)**

1. Excellent technical knowledge of PC and desktop hardware.
2. Hands-on hardware troubleshooting experience.
3. Working technical knowledge of current protocols, operating systems, and standards.
4. Ability to operate tools, components, and peripheral accessories.
5. Able to read and understand technical manuals, procedural documentation, and OEM guides.
6. 2+ years of experience in a P.C. Technician role preferred.
7. 2+ years in a healthcare-focused IT-related role preferred.
8. Hands-on technical troubleshooting capabilities.
9. Experience with eClinicalWorks electronic medical record preferred.

**REQUIRED SKILLS (Fellowship Program could vary although preferred)**

1. Ability to conduct research into PC issues and products as required.
2. High level of analytical skills is preferred and problem-solving ability.
3. Working knowledge of all Microsoft Office Suite programs and ability to learn new software platforms as needed, along with the ability to gather research information utilizing online resources.
4. Multitasking skills, including the ability to manage several projects simultaneously.
5. Effective verbal and written communication.
6. Excellent organizational skills.
7. Strong customer service, work ethic and critical thinking skills.
8. Ability to work independently and complete projects promptly.
9. Prioritize tasks, meet deadlines and maintain communication with designated programs and supervisor(s).
10. Capacity to maintain confidentiality and professionalism.
11. Ability to adapt to new or changing situations.
12. Ability to travel as needed for training, recruitment or other program requirements.

**TO APPLY**

Completed HMS Employment Application may be emailed to [jobs@hmsnm.org](mailto:jobs@hmsnm.org) or Dropped off or mailed:

1105 N. Pope Street, Building C, Silver City, NM 88061

or

530 De Moss Street, Lordsburg, NM 88045

For more information call 575-534-0788