



## Job Description

**Job Title:** Technical Support Analyst II  
**Department:** Technical Services  
**Supervisor:** Regional Technical Services Manager

### Summary

This position is primarily responsible for providing technical support within the MTS Technical Services Department in the Midwest Region.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Resolve inbound tickets (Level 1 and 2), and ensure SLAs are maintained
- Works with less experienced personnel to provide mentoring and training
- Received tickets routed from Tier 1 technicians assess issues and provide solutions for problems that cannot be handed by tier 1. If unable to find a solution routes issue to subject matter experts or Tier 3 / Cloud Engineering.
- Stays up to date with industry trends and technology.
- Reviews hardware product offering and maintains list of approved products.
- Review and monitor our service-ticket boards, and ensure tickets are assigned to the appropriate resource.
- Troubleshooting user computers, laptops, tablets, servers, as well as executing password changes
- Manage all server/desktops to keep them up-to-date with Microsoft and third-party patches virus definitions, and malware, using RMM software.
- Record your own work using CRM ticketing system based on the ITIL Framework.
- Escalate technical issues outside your skillset to other technical team members and route to the appropriate team member.
- Field calls from end users.
- Core duties and responsibilities include the following. Other duties may be assigned.
- Adhere to and follow standard operating procedures (SOPs), Guides, Templates, and Policies used to support and manage MTS Operations daily activities.
- Work with a range of Windows applications and operating systems in a networked environment, both hands-on and remotely
- Provide specific line of business application support such as NextGen EPM and/or EHR.
- Travel to clients for on-site repairs or professional services. (Approximately 20%)
- Complies with all IT Policies, Procedures and Security Standards. Including but not limited to Role Based Access and segregation of duties.
- Ability to handle sensitive information including Protected Health Information, (ePHI)
- Comply with HIPAA and other Cybersecurity Frameworks.

### Supervisory Responsibilities

This job has no supervisor responsibilities.

## Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

**Accountability** - Informs manager of progress of front desk work, taking ownership for mistakes and asks for help before issues arise.

**Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

**Analytical** - Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data.

**Attendance and Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

**Business Acumen** - Understands business implications of decisions. Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.

**Change Management** - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

**Cost Consciousness** - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.

**Customer Service** - Displays courtesy and sensitivity. Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

**Delegation** - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

**Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

**Design**- Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.

**Diversity** - Demonstrates knowledge of company policy; Shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; Builds a diverse workforce.

**Ethics** - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

**Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

**Innovation** - Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention.

**Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

**Job Knowledge** - Competent in required job skills and knowledge. Displays understanding of how job relates to others. Exhibits ability to learn and apply new skills. Keeps abreast of current developments. Requires minimal supervision. Uses resources effectively. Promptly to customer needs. Solicits customer feedback to improve service.

**Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

**Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

**Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

**Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; responds well to questions; Demonstrates group presentation skills; Participates in meetings.

**Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

**Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

**Problem Solving** - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

**Project Management**- Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

**Quality** - Applies feedback to improve performance. Displays commitment to excellence. Monitors own work to ensure quality.

**Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

**Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

**Strategic Thinking** - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.



**Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

**Technical Skills**- Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

**Visionary Leadership** - Displays passion and optimism; Inspires respect and trust; mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.

**Written Communication** - Writes clearly and informatively; Able to read and interpret written information.

## Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Familiarity troubleshooting all Windows desktop hardware and software.
- Familiarity with networking and server operating systems.
- Familiarity remediating technical issues with various vendors such as ISPs, software/hardware manufacturers, etc.
- Experience with CRM Ticketing System
- Excellent oral and written communication skills; including documentation
- Demonstrated ability to use problem solving techniques such as root cause analysis to resolve issues
- Ability to follow and adhere to policies, procedures and standards relating to Systems management and security.
- Install, move, add, change, and decommission computer systems upon request.
- Require limited supervision and direction; drive results and set priorities independently
- Prior experience working with medical applications such as Allscripts, Epic, or NextGen is a plus.
- Ability to handle sensitive information including Protected Health Information, (ePHI)
- Comply with HIPAA and other Cybersecurity Frameworks

## Education and/or Experience

- Education and/or Experience
- Associates Degree in Information Technology related field or equivalent work experience
- 2 years prior experience

## Language Skills

English

## Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.



## **Computer Skills**

Terminal Services, Routers or Firewalls Active Directory, Windows, MAC OS

## **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance; stoop, kneel, crouch, or crawl and taste or smell.

The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

## **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts; risk of electrical shock; risk of radiation and vibration.

The noise level in the work environment is usually moderate.

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The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.