



POSITION DESCRIPTION

IT SUPPORT

RESPONSIBLE TO: Operations and Compliance Manager/General Manager

FUNCTIONAL RELATIONSHIPS WITH:

Internal - Admin Manager
Business Manager
Reception and Administrative Staff
Doctors
Nurses and Other Clinical Staff
Clinical/Nurse Manager
Team Leaders

External - Patients
Visitors
Other Medical Professionals
IT Providers
PMS Providers
Other Service Providers

MAIN PURPOSE OF THE JOB:

IT Support:

In this role, you will work on maintaining, monitoring, and upgrading the computer systems, hardware, and networks for Greenwood Health with guidance from Softsource vBridge our external IT support service. You will be tasked with solving simple and complex technical issues and will collaborate with Softsource providers to ensure the smooth running of daily business. You will be responsible for setting up equipment and connecting new users to the network, troubleshooting problems with hardware and software, and installing new programs when necessary.

IT Support Duties and Responsibilities:

- Prepare software, computer setup, accounts, licensing, and network configuration for new users.
- Implement network improvements, including security upgrades and upgrades to functionality.
- Provide support and training for computer equipment operation, printer configuration, password and security settings, and other technical issues.

- Provide or block access to services.
- Record/log and document issues and resolutions.
- Troubleshoot and resolve issues with software or hardware.
- Walk colleagues or clients through steps to help them resolve their technical problems.
- Maintain procedures and reports that provide technical support to Greenwood Health.
- Analyse records and logs to spot underlying trends and potential issues.
- Support the implementation of new solutions or applications.
- Test, evaluate, and make recommendations about new technology for the business.
- Participate in weekly meetings to provide insight into technical requirements.
- Attend meetings with external service providers that currently do, or may in future, provide services for Greenwood Health.
- Act as an administrator for various IT services that Greenwood Health utilises.
- Setting up users to work from home.
- Log bug reports with external services and pursue resolutions.
- Maintain a record of the services, hardware, devices, and software that are in use at Greenwood Health.
- Assist the Finance Manager to determine a yearly IT budget.