Human Resources
750 S. Wolcott
Room: G-50
Chicago, IL 60612

COOK COUNTY HEALTH & HOSPITALS SYSTEM
CCHHS

Job Code: 1103
Grade: 16
FLSA: Non-exempt

Standard Job Description

Job Title	**Department**
Computer Operator III	Hospital Information Systems (HIS)

Job Summary

This position must meet all requirements of a Computer Operator III as well as specific detailed functions explained below in the qualifications section for the Hospital Information Systems (HIS) department. Must exhibit the ability to effectively identify and communicate System problems, as well as coordinate the appropriate resolution. Assist in the installation, deployment and recovery of computer equipment and programs and associated peripherals for Cook County Hospital Campus and Clinics. Ability to follow detailed procedures in the completion of assigned duties and tasks. Rotating: Must be willing to work any shift or change shifts if required.

Typical Duties

- Performs Computer Operator I & II Duties, as well as overseeing that entire shift equitably and professionally carries out their duties.
- Documents procedures so others can be trained, keeps documentation current, periodically reviews it and tests staff on their shift. Responsible for training operators and sharing new information w them, keeping them informed and monitoring their performance. Makes sure workload is fairly distributed and everyone can do any of the required tasks.
- Absorbs what other shifts do and instructs own shift on those procedures as all DC positions are 'rotating' so they can confidently sign up for OT on another shift;
- Updates and documents operational procedures and processes. Checks w analysts to periodically provide updates to operations documentation, maintains the documentation in a binder and ensures their shift is adequately informed of any changes.
- Takes ownership for coordinating the resolution of technical, operation, and equipment problems impacting daily operations and related help requests.
- Actively keeps systems phone escalation list updated every quarter with verified correct analyst/manager as well as contact information. Disposes of outdated data center versions.
- Ensures everyone on their shift does daily Help Desk support, and NO WORK for end-users done w/out a ticket being created, makes sure tickets get worked on and are closed quickly.
- Ensures end users reports are completed on a timely basis.
- Ensures system interfaces are monitored frequently, performs basic troubleshooting, and escalates issues accordingly.
- Maintains and backs-up computers, printers and tape drives: notifies the appropriate vendor and HIS Analyst of problems, send tapes to storage and keeps daily operations log updated with detailed activities.
- Maintains accurate records of system and network, scheduled and unscheduled down time.
- Monitors production systems applications and the LAN, logs issues and escalates accordingly.
- Assists with handling staffing disputes and issues and helps resolve scheduling problems.

Typical Duties continued

- Provides instructional leadership as it relates to floor rounds, checking hardware functionality and if needed assisting with ticket creation for hardware placement and/or replacement.
- Sees that the data center is walked through frequently and that hardware problems are promptly reported (and tickets created), the data center and adjoining spaces are kept clean, swept up and neat, that doors are secure and not propped open, that room temperature is what it should be; Keeps data center and deployment room organized and clean.
- Ensures equipment and supply inventories are done every month and shortages reported to the Manager.
- Performs related duties as assigned.

Reporting Relationships

Reports to the Data Center Manager

Minimum Qualifications

- Bachelor Degree in Computer Science from an accredited college of university
- Minimum five (5) years' experience working in a large scale data center supporting a Health Care environment
- Experienced resolving user computer problems and has working familiarity with TCPIP, and experienced in resolving Windows 7 and user computer problems, and demonstrably proficient in MS Office Suite 2007
- Proficient using Windows computers in a health care environment
- Willingness to work overtime, as needed

Preferred Qualifications

- Computer related certifications, preferred

Knowledge, Skills, Abilities and Other Characteristics

- Strong interpersonal and leadership skills
- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Demonstrate analytical and organizational, problem-solving, critical thinking, and conflict management/resolution skills
- Ability to create management reports
- Ability to multi-task and function in a high paced and stressful environment
- Ability to communicate in a respectful, professional, courteous and concerned manner with clients, co-workers and supervisors
- Ability to maintain a professional demeanor and composure when challenged
- Ability to function autonomously and as a team member in a multidisciplinary team
- Ability to manage multiple projects utilizing best practices based on departmental priorities, policies and procedures
- Demonstrate attention to detail, accuracy, and precision
- Demonstrate strong initiative
- Ability to travel to work sites throughout Cook County

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.

Approval: Donna Hart — 13 July 2016

Donna Hart
Chief Information Officer

Date

Approval: _____ _____

Gladys Lopez
Chief of Human Resources

Date