



Job Code: 1111

Grade: 18

HCWR: N

Job Title

Systems Analyst II (Desktop)

Department

Hospital Information Systems

Job Summary

The Systems Analyst II (Desktop) is responsible for providing hardware and software support to desktops, Wyse terminals and laptop workstations. Other responsibilities include troubleshooting and problem solving concerning departmental projects, rollouts, and PC installations.

Typical Duties

- Provides day-today IT Desktop support for all desktop technology devices including, laptops, Wyse devices, printers, wireless and networking devices as well as desktop support involving Windows operating systems and Microsoft Office
- Loads appropriate software packages such as operating systems, networking components, and specific office applications
- Troubleshoots all existing and future Windows operating system platforms
- Provides Helpdesk support. Monitors ticketing system and completes tickets in a timely manner
- Provides updates and status and completion information to manager and/or users, via voice mail, e-mail or in-person communication
- Rebuilds, reformats, and reimages computers
- Utilizes systems and tools as instructed for documentation and tracking
- Adheres to departmental standards and processes and contributes to continuous process improvement
- Travels between work sites located throughout Cook County to perform assigned duties

Minimum Qualifications

- High School Diploma or G.E.D. and Three (3) years of work experience resolving end-users' hardware and software issues in an IT environment OR
- Associate's Degree and One (1) year of work experience resolving end-user's hardware and software issues in an IT environment
- Must be able to lift at least 50 lbs.
- Must be able to travel to work sites throughout Cook County

Preferred Qualifications

- Associate's or higher-level degree
- MSCE, A+ and Microsoft Office Certifications
- Desktop support experience in a healthcare environment

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of Microsoft Office Suite and Windows 7 platform
- Knowledge of computer technology, installation, and configuration of workstation equipment
- Knowledge of networking essentials and wireless connectivity for mobile devices



Knowledge, Skills, Abilities and Other Characteristics

- Skilled in problem-solving with strong attention to detail
- Customer service skills and the ability to react diplomatically and patiently to internal and external customers
- Written and verbal communication skills coupled with the ability to read, analyze and interpret technical procedures
- Ability to function in a fast-paced environment and in stressful situations while meeting deadlines
- Ability to manage multiple projects utilizing best practices based on departmental priorities, policies, and procedures
- Ability to travel work sites throughout Cook County
- Strong response time to phone calls, emails, and customer/user requests
- Strong initiative
- Must be able to lift 50 lbs.

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.