



## **Information Technology Support Analyst in Emeryville, CA**

*UCSF Benioff Children's Physicians (UCBP) is a multispecialty physician foundation, and an associated clinically integrated network. Our primary goal is to foster physician collaboration to deliver the most advanced maternal and pediatric care throughout Northern California and beyond. We have Pediatric, OB-GYN, Ophthalmology, and Adult medicine clinics located throughout the San Francisco Bay Area.*

### **POSITION SUMMARY:**

Under direct supervision of the IT Manager, this position provides technical and administrative support for staff at all UBCP locations. The role will involve all aspects of IT, including hardware, software, network, applications, information security, and access controls. The position will facilitate coordination with several IT support groups and manage relationships with clinic staff and leadership. Activities will include both operational and project support. The position is based in the Emeryville main office, but will involve regular visits to UBCP clinics in the East Bay, San Francisco, and Santa Cruz.

### **Responsibilities:**

#### Project-Related Responsibilities

- Document technical and operational requirements for new clinics
- Participate in planning the layout of network and equipment in new clinics
- Participate in deployment of IT hardware in new clinics, including PCs, phones, printers and peripherals
- Coordinate with vendors to implement IT-related services provided by those vendors for new clinics
- Participate in the planning and implementation of new applications and technologies for existing clinics

#### Operational Responsibilities

- Troubleshoot staff IT issues and resolve them, or identify appropriate resources to engage for resolution
- Proactively monitor incident tickets opened by all UBCP staff
- Identify systemic issues or questions that could be addressed by training documentation, and then create and communicate that documentation to staff
- Escalate staff IT issues that do not get resolved in a timely manner through standard support channels
- Manage moves/adds/changes to desktop IT infrastructure



- Manage Office365 accounts for the organization
- Maintain accurate records of staff rosters
- Maintain accurate records of all IT equipment
- Execute and track user IT on-boarding and off-boarding processes
- Continually monitor for information security risks and escalate those risks to IT leadership
- Manage updates to website content

## **Essential Functions**

### **A. Productivity/Efficiency**

- This role requires the ability to work effectively in a highly matrixed enterprise environment, where IT support comes from multiple internal groups and outside vendors
- This role requires a high level of attention to detail and the ability to multi-task effectively

### **B. Critical and Analytical Thinking**

- This role requires the ability to troubleshoot issues that cross different technical areas
- This role requires the ability to break down a process into individual components to focus troubleshooting and improve speed of resolution

### **C. Technical Skills**

- This role requires a working knowledge of office desktop and laptop computers, Windows operating systems, networks, VOIP, and standard business productivity applications
- This role requires the ability to learn new applications, new technologies and new processes as our IT landscape is continually changing

### **D. Communication:**

- This role requires the ability to communicate effectively both verbally and in writing
- This role requires excellent listening skills and the ability to work with people with varying levels of IT knowledge
- This role requires the ability to convey technical topics to non-technical staff in a constructive and supportive manner



**E. Professional Accountability:**

- This role requires the ability to engage in teamwork and maintain positive working relationships with UBCP colleagues, and others
- This role requires the ability to respect and be sensitive to cultural diversity

**F. Quality and Service:**

- This role requires an ability to maintain high standards of service, productivity, safety, and security
- This role requires a high level of integrity with ability to handle confidential information

**G. Other Job Functions:**

- There are hands-on aspects to this role which include working in and around close quarters for IT setup and troubleshooting, as well as lifting up to 25lb.
- The position requires regular travel to UBCP clinics, which are currently located in the East Bay, San Francisco, and Santa Cruz. It is possible that over time clinic locations may expand to other locations in the Bay Area and Central Coast. The position will require up to 50% of time to be spent at locations away from the Emeryville office.
- Core hours for this position are 8am to 5pm, but the position may require weekend and evenings.
- The position often requires in person activities with limited notice, and regular telecommuting is not an option

**POSITION REQUIREMENTS:**

**Skills:**

- Required: Advanced experience with Excel and Visio
- Preferred: Experience with Office365 administration, incident tracking systems, web content management systems, IVR/ACD systems

**Education:**

- High School/GED and College degree in technology-related field, or equivalent combination of experience and training

**Experience:**

- Required: Minimum of 5 years supporting a diverse IT environment, including PCs, printers, peripherals, applications, telecom, and network
- Preferred: Experience working in the healthcare industry



## **ADDITIONAL INFORMATION**

The essential functions listed are typical examples of work performed by incumbents in this job classification. They are not designed to contain or be interpreted as a comprehensive inventory of all duties, tasks, and responsibilities. Employees may also perform other duties as assigned.

We offer a competitive benefits package including a very generous 401(k) and Paid Time Off (PTO) plans.

## **Equal Employment Opportunity and Affirmative Action**

*UCSF Benioff Children's Physicians (UBCP) is an equal opportunity employer. In accordance with applicable law, we prohibit discrimination against any applicant or employee based on any legally-recognized basis, including, but not limited to: veteran status, uniformed service member status, race, color, religion, sex, sexual orientation, gender identity, age (40 and over), pregnancy (including childbirth, lactation and related medical conditions), national origin or ancestry, citizenship status, physical or mental disability, genetic information (including testing and characteristics) or any other consideration protected by federal, state or local law. Our commitment to equal opportunity employment applies to all persons involved in our operations and prohibits unlawful discrimination by any employee, including supervisors and co-workers.*