



**Our mission is to provide adults with caring and quality services toward the enhancement of physical, mental and spiritual well-being consistent with the Christian Gospel.**

**JOB DESCRIPTION**

<b>JOB TITLE:</b> <u>Information Systems Intern</u>	<b>JOB CODE:</b> <u>  </u>
<b>FLSA CLASSIFICATION:</b> <u>Non-Exempt</u>	

Our intention is to have employees who are passionate about making their personal mission statement come to life each day at work! Be it through providing healing, eradicating loneliness, contributing to efficiencies, streamlining processes, being dependable, sparking creativity or something else, the demonstration of HOW you do your job is just as important as WHAT you do in your job.

Alongside our valued employees, we are making a difference throughout the state of Ohio in the lives of those that need healthcare or those embracing the next chapter of their lives. Sustained members of our team demonstrate accountable behavior and share our values of customer service, innovation, integrity, financial stewardship, leadership, and care.

The Information Systems Intern assists with installing, configuring, and troubleshooting of the operation of systems, network, software, and communication links for the organization in accordance with company standards and federal, state, and local standards, guidelines, and regulations.

**Essential Activities and Tasks**

<p><b>Operations Management</b></p> <ul style="list-style-type: none"> <li>• Assists with emails from end users regarding IS issues.</li> <li>• Assist with installing, configuring, testing, maintaining, monitoring, and troubleshooting end user and network hardware, peripheral devices, printing/scanning devices, presentation equipment, and other products.</li> <li>• Assists with installing and maintaining end user software, where required.</li> <li>• Assists with imaging computer hardware for end users.</li> <li>• Identifies and delivers required hardware.</li> <li>• Assists with recommending and implementing corrective solutions, including off-site repair as needed.</li> <li>• Supervises contract-based installations.</li> <li>• Works with third-party support and equipment vendors as necessary.</li> <li>• Assists with on-site analysis, diagnosis, and resolution of complex hardware problems.</li> <li>• Assists with training users one-on-one and in group settings on computer functionality.</li> <li>• Assists Systems Administrator as needed.</li> </ul>	40%
<p><b>Customer Relations and Service Delivery</b></p> <ul style="list-style-type: none"> <li>• Listens and responds courteously and promptly to the needs of business partners and end users.</li> <li>• Assists with regular communication and provides updates to stakeholders regarding Service Desk tickets.</li> <li>• Assists with Service Desk tickets as outlined in the IS department service level agreement.</li> </ul>	40%

<p><b>Quality, Compliance, and Risk Management</b></p> <ul style="list-style-type: none"> <li>Assists with maintaining the computer imaging system for consistency and compliance.</li> <li>Assists with documenting hardware failures, repairs, installations, and removal.</li> <li>Assists with providing input for the development of business continuity and disaster recovery plans.</li> <li>Assists with maintaining and controlling software media and licenses.</li> </ul>	<p><b>20%</b></p>
<p><b>All other duties as assigned.</b></p>	

**Qualifications**

Education

- Interest in information technology related fields.

Experience

- Friendly demeanor with a focus on customer service.
- Interest in direct end user service desk support for diverse customer groups preferred.
- Interest in the Information Systems field, including systems and IS infrastructure, business analysis, planning, installation, and maintenance preferred.
- Interest in installing applications on a PC operating system.
- A plus if proficient with Windows, Microsoft Office (Word, Excel, PowerPoint), and the internet.

Other Requirements

- Must be able to read, write, speak, and understand the English language.

**Working Conditions and Special Requirements**

Sitting	Up to 8 hours/day
Standing	Up to 4 hours/day
Walking	Up to 2 hours/day
Lifting, pushing, pulling, and moving equipment, supplies, etc.	Up to 50 pounds
Driving	None
Travel % / Overnight Travel	None
Work weekends, evenings, and holidays	None
On-call availability	None
Risk Category for Exposure to Bloodborne Diseases	III

**Organizational Relationships**

<b>Reports to:</b>	Corporate Manager of Technical Services
<b>Direct Reports:</b>	None
<b>Indirect Reports:</b>	None
<b>Internal Support Partners or Customers:</b>	Corporate Staff Members Location Staff Members Residents Patients

<b>External Relationships:</b>	Government Agencies Vendors Consultants
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**Acknowledgement**

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

***I have read and agree that the contents of this job description accurately reflect what is expected of me in this position.***

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Employee's Signature

Date

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Employee's Printed Name