

LAC VIEUX DESERT BAND OF LAKE SUPERIOR CHIPPEWA INDIANS

LVDHC HUMAN RESOURCES

P.O. Box 9, N5241 Hwy 45 Watersmeet, MI. 49969

Phone: 906-358-4587 Fax: 906-358-4118



JOB DESCRIPTION

POSITION: IT Technician Tier I

LOCATION: Lac Vieux Desert Health Center, Watersmeet, MI.

SUPERVISOR: Information Technology Director

EMPLOYMENT: Full Time – Non-Exempt

SALARY/PAY RATE: Based Upon Experience and Qualifications

POSTING EXPIRATION DATE: March 13th, 2026

UPON HIRE:

- PTO
- Dental
- Vision
- Health Insurance

JOB DESCRIPTION

The IT Technician I provides frontline technical support for a rural, multi-service healthcare organization. This role supports clinical, dental, behavioral health, pharmacy, and administrative staff.

This position requires a dependable, hands-on professional who is comfortable wearing multiple hats. The Technician must respond quickly to issues impacting patient care, work independently in a small IT team environment, and maintain professionalism in high-pressure clinical situations.

KEY RESPONSIBILITIES

Frontline IT Support

- Serve as primary point of contact for IT support requests (in-person, phone, email, ticketing system).
- Log all incidents and service requests accurately.
- Provide Level 1 troubleshooting and resolution for:
 - Windows 10 and 11 desktops and laptops
 - Printers, label printers, scanners, and peripherals
 - Mobile devices and tablets
 - Microsoft 365 applications
 - Web-based applications and EHR access issues
- Support exam rooms, front desk, pharmacy, and administrative workstations.
- Escalate advanced issues appropriately while maintaining communication with users.
- Remain engaged with end users until issues are resolved or properly transitioned.

Clinical & Operational Support

- Prioritize issues that impact patient flow, charting, prescribing, billing, and check-in processes.
- Provide at-the-elbow support during outages, upgrades, or workflow disruptions.
- Assist staff with basic software navigation and functionality when appropriate.

Hardware & Endpoint Management

- Deploy, configure, and image workstations and laptops.
- Perform basic hardware diagnostics and component replacement.
- Install and configure printers, label printers, and other clinic devices.
- Support remote users using approved remote support tools.
- Maintain accurate inventory of IT equipment.

Account & Access Administration

- Create, modify, and disable user accounts in Active Directory and related systems.
- Perform password resets and enforce secure access procedures.
- Support onboarding and offboarding processes to ensure proper access control.

Networking & Infrastructure Support

- Perform basic network troubleshooting (connectivity checks, patching, device reboots).
- Assist with maintenance of switches, wireless access points, and IDF areas under direction.
- Identify and report recurring infrastructure issues.

Security & Compliance

- Adhere strictly to HIPAA regulations and organizational security policies.
- Recognize and report potential security threats or suspicious activity.
- Follow established IT security and access control best practices.
- Support endpoint protection and patch compliance efforts.

Projects & Additional Duties

- Assist with clinic expansions, relocations, and equipment deployments.
- Support integration of new services or departments.
- Participate in after-hours or weekend work when required for maintenance or upgrades.
- Perform other duties as assigned.

SKILLS, ABILITIES & KNOWLEDGE

Technical Skills

- Strong working knowledge of Windows 10 and 11.
- Strong knowledge of Microsoft 365.
- Working knowledge of Active Directory user management.
- Solid understanding of computer hardware and peripheral troubleshooting.
- Experience troubleshooting printers and label printers.
- Basic understanding of networking concepts (IP addressing, DNS, DHCP, connectivity troubleshooting).
- Understanding of IT security best practices.

Professional Skills

- Strong customer service skills in a clinical environment.
- Ability to communicate technical concepts clearly to non-technical staff.
- Ability to prioritize multiple issues in a fast-paced healthcare setting.
- Ability to work independently with limited supervision.
- Strong listening, troubleshooting, and critical thinking skills.
- Professional demeanor and composure under pressure.
- Adaptable and willing to assist outside strict role boundaries when needed.

MINIMUM QUALIFICATIONS

- High School Diploma or GED required.
- Associate degree in Computer Science, Information Systems, or related field OR two (2) years of relevant IT support experience.
- Experience in a Level 1 technical support role.
- CompTIA A+ certification or equivalent knowledge.

PREFERRED QUALIFICATIONS

- CompTIA Network+ or Security+ certification.
 - Experience in healthcare IT or supporting electronic health record (EHR) systems.
 - Experience in small or rural organizations where IT staff perform multiple functions.
 - Experience supporting phone systems, security cameras, or basic network infrastructure.
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PROFESSIONAL DEVELOPMENT

IT employees may earn wage increases by achieving relevant certifications approved by the organization.

Preference will be given to qualified individuals of American Indian descent.

The above statements are intended to describe the general nature and level of work 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 personnel so classified. Management retains the right to add or to change the duties of the position at any time. Must be able to pass a pre-employment drug screen and applicable background checks related to the position.

Lac Vieux Desert Health Center Mission Statement: The Lac Vieux Desert Health Center strives to provide excellence in health care and to inspire a culture of wellness.

Date Approved by the Tribal Council: 6/09/2020

LVD Health Center
Human Resources Department
P.O. Box 9, N5241 US 45
Watersmeet, MI 49969
Email: careers@lvdhealthcenter.com
Website: <https://www.lvdhc.org>
Phone: 906-358-4587 Ext. 102
Fax: 906-358-4118

SIGNED: _____ DATE: _____