

POSITION OVERVIEW

Job Title: IT Support Analyst II
Business Title: N/A
Job Code: ITSUPANST
FLSA Status: Exempt
Department: IT
Reports to: Manager, Central Support
Location: Remote, USA
Draft Date: February, y 2022
Revision Date: 3.30.2026
Approved By: Robert Rodriguez
Role: Individual Contributor

POSITION SUMMARY

Radiology Partners IT Team is seeking a motivated, high performing Support Analyst. The incumbent will provide IT support to end users who utilize Radiology Partners IT systems in the practice of providing and supporting radiology services. IT supports responsibilities includes trouble shooting, problem management and apply analytical and problem-solving skills to help identify, communicate and resolve systems issues in order to maximize the efficiency and benefit of Radiology Partners IT team.

Note that this role has varying shifts.

POSITION DUTIES AND RESPONSIBILITIES

- Escalation and owner of daily IT issues, responsible for troubleshooting all manner of end-user IT problems involving desktop PCs and mobile devices.
- Responsible for IT activities related to processes of user access, incidents, service interruptions and planned downtimes; also be responsible for documenting and communicating processes to IT to ensure consistent user experience.
- Request management of onboarding and credentialing processes.
- Analyzing and interpreting HL7 messages.
- Responsible for documenting and organizing “how to’s”.
- Identify gaps of training and knowledge of the to improve quality, consistency, and efficiency for first call support.
- Identify trends of recurring issues for clients, radiologists and IT, and manage problems by working with resources (internal and vendors) to achieve a permanent solution.
- Ensure proper notification of ongoing issues to the team and any work-around solutions until a permanent resolution is established.
- Utilizing the ticketing system, document solutions, and ensure proper communication of resolution to the customer.
- Answer and resolve inbound technical calls.
- Troubleshooting end-user IT problems involving desktop PCs and mobile devices.
- Manage planned and unplanned downtimes following downtime procedures, document and communicate problems and escalate as needed.
- Troubleshooting VPN tunnels and configuration.
- Provides on-call support.

DESIRED PROFESSIONAL SKILLS AND EXPERIENCE

- Bachelor degree in Computer Science, Information Technology or equivalent experience preferred
- Knowledge of technology and a basic understanding of supported products - covers software installation, configuration, and troubleshooting of products provided those products meet pre-defined standards

- Excellent customer service skills
- Experience working with hardware and networks
- Knowledge of PACS systems and radiology workflows
- Experience with voice dictation systems, like PowerScribe
- Critical thinking skills and creative problem solving
- Prior experience in Healthcare IT
- Knowledge of Radiology Flows

Physical Activities

Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like.

Never Occasionally Constantly

Moving self in different positions to accomplish tasks in various environments including tight and confined spaces.

Never Occasionally Constantly

Remaining in a stationary position, often standing or sitting for prolonged periods.

Never Occasionally Constantly

Moving about to accomplish tasks or moving from one worksite to another.

Never Occasionally Constantly

Adjusting or moving objects up to 15 pounds in all directions.

Never Occasionally Constantly

Communicating with others to exchange information.

Never Occasionally Constantly

Repeating motions that may include the wrists, hands and/or fingers.

Never Occasionally Constantly

Operating machinery and/or power tools.

Never Occasionally Constantly

Operating motor vehicles or heavy equipment.

Never Occasionally Constantly

Assessing the accuracy, neatness and thoroughness of the work assigned.

Never Occasionally Constantly

Environmental Conditions

Low temperatures.

Never Occasionally Constantly

High temperatures.

Never Occasionally Constantly

Outdoor elements such as precipitation and wind.

Never Occasionally Constantly

Noisy environments.

Never Occasionally Constantly

Hazardous conditions.

Never Occasionally Constantly

Poor ventilation.

Never Occasionally Constantly

Small and/or enclosed spaces.

Never Occasionally Constantly

No adverse environmental conditions expected.

Never Occasionally Constantly

Physical Demands



Sedentary work that primarily involves sitting/standing.

Never Occasionally Constantly

Light work that includes moving objects up to 20 pounds.

Never Occasionally Constantly

Medium work that includes moving objects up to 50 pounds.

Never Occasionally Constantly

Heavy work that includes moving objects up to 100 pounds or more.

Never Occasionally Constantly

I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my manager or a member of the Human Resources team.

I acknowledge that the job has been explained to me both verbally and in written format.

Support Teammate's Signature

Date