

BEAR RIVER HEALTH DEPARTMENT

JOB DESCRIPTION

Title: Community Tech Support Specialist

Division: Health Strategies

Grade/Step: 17 or 19 Entry Level

Wage: \$20.40/hr. - \$22.78/hr.

Description: Full-Time Benefited

Closing Date: Open Until Filled

General Purpose:

Under the general direction of the Lead Health Strategist and in coordination with the Emergency Response Coordinator, Northern Utah Healthcare Coalition Director, IT Support Officer, and Senior Support Officer, assists with various communication and/or technological needs throughout the department.

Minimum Qualifications Education & Experience

Grade 19: Graduation from an accredited college or university with a Bachelor's degree in communication, graphic arts, web design, business, programming or other closely related field; AND 2 years of full-time paid professional employment.

Grade 17: Associate's degree, or 2 years of study in a college or university in communication, graphic arts, web design, digital imaging, multimedia design, programming concepts or other closely related field AND 1 year of full-time paid professional employment.

Minimum Qualifications Necessary Knowledge, Skills & Abilities

Solid understanding of HTML and programming languages. Must be skilled in WordPress (management system used for current website) frontend/backend programming language, design software like Photoshop and Illustrator and web servers and how they function. Must have good written, verbal, and public communication skills. Must be able to establish and maintain effective working relationships. Must be able to work well under pressure, manage multiple tasks simultaneously, work well in team situations, meet deadlines, and be able to work independently on a day-to-day basis. Must have experience in digital marketing and social media platforms. Since this position will also be responsible for the department's handheld radio communications, preference will be given to candidates with a HAM license.

Summary of Duties

- Ensuring the department's website is responsive and renders properly on all electronic devices
- Tests and improves the functionality and rendering of the website
- Ensures that the website meets all standards identified by the Americans with Disabilities Act
- Collaborates with the Department's Public Information Officer to assure website security, capacity and content is up-to-date and meets all agency standards
- Collaborates with Department's epidemiologist to ensure public health data dashboards render correctly to website
- Collaborates with BRHD administration to identify capacity to collect client payments through the department website
- Works with marketing team to promote all BRHD services through digital platforms
- Identifies and implements a radio communication system that could be used during a disaster or public health emergency
- Radio maintenance and tests
- Assists the IT Support Officer with various items, including but not limited to:
 - Setting up new computers and or Chromebooks for employees
 - Installing and troubleshooting printers, scanners, etc.
 - Troubleshooting computer problems
 - Providing basic IT support when the IT support officer is unavailable

Special Qualifications:

Must possess or be able to obtain a valid Utah driver license at the time of employment. Must be able to provide their own transportation. Must be able to lift 50 pounds and be able to perform strenuous activities requiring flexibility, stamina, and overall general good health. Must have a flexible schedule and be available for work in the late evening, early morning, weekends, and Holidays as job requires. Must pass a criminal background check and drug screening test prior to employment. Must have a flexible schedule, available for work in the evenings and/or weekends as job requires.

Applications available Mon. through Thurs. 8 am to 6 pm and Fri. 8 am to 1 pm at the Bear River Health Dept. 655 E. 1300 N. Logan, Utah, or on line at www.brhd.org. Return completed application, resume, and transcripts to Sylvia Tello at the Bear River Health Dept.

Email: stello@brhd.org - Phone: 435-792-6498 – Fax: 435-792-6495