



Commonwealth Healthcare Corporation

Commonwealth of the Northern Mariana Islands

1178 Hinemlu' St. Garapan, Saipan, MP 96950



HUMAN RESOURCES

EXAMINATION ANNOUNCEMENT NO. 22-197

POSITION: **Helpdesk Support I** OPENING DATE: **11/22/2022**

NO. OF VACANCIES: **2** CLOSING DATE: **12/07/2022**

SALARY: **\$19,866.08- \$24,148.80 P/A**

PAY LEVEL: **02/01 – 02/05**

LOCATION: **Health Information Technology Department,
Commonwealth Healthcare Corporation, Saipan**

NATURE OF WORK:

Under the supervision of the Helpdesk Support Manager and the general supervision of the Director of HIT, incumbent will assist in computer operations. The work includes: managing hardware, software, network and help desk, supporting and training end users, assisting in analyzing user needs and recommending upgrades, and monitoring performance of CAF systems.

DUTIES & RESPONSIBILITIES:

- Maintains user accounts.
- Follows escalation path for all technical issues.
- Runs operational jobs daily, weekly, monthly and as needed.
- Acknowledges help desk tickets in a timely manner.
- Resolves tickets and documents the solution in the ticket software.
- Offers guidance to the help desk when necessary.
- Configures and deploys new pcs, creates and deploys images, and reconfigures pcs for redistribution.
- Provides assistance with desktop and cloud-based applications.
- Troubleshoots existing pcs and printers.
- Installs and troubleshoots standard and customized departmental applications.
- Provides inventory data from installed equipment to the IT Administrative Officer for entry into inventory system.
- Assists in documenting various software used by CHCC staff.
- Participate in the on-call rotation for handling incident tickets and providing support of simple to medium CAF system issues.
- Supports equipment in conference rooms.
- Sets up laptops for training sessions conducted in conference rooms.
- Assists in maintaining laptop and projector go-kits used for off-site presentations and creates documentation and trains end users in using the equipment.
- Participate in special projects such as new hardware and software deployments.
- Participates in implementation of CAF information systems installation and upgrades.
- Tests, trains, and implements improvements to existing CAF information systems.
- Maintains current training materials and updates as enhanced training materials are needed
- Supports change/transformation initiatives by assisting end-users with the dynamic nature of CAF information systems.

CHCC is an equal opportunity employer. We consider all applicants for all positions without regard to race, color, religion, sex, disability, age, mental or veteran status, the presence of a non-job related medical condition or disability, or any legal protected status.

- Involved in the resolution of simple to medium help desk ticket issues which may require further analysis of data and initiate studies concerning problems with staffing, equipment, cost containment, space availability and assignment, work simplification, report requirements, productivity, etc.
- Ensure the confidentiality, integrity, and availability of systems, networks and data through planning, implementation, and enhancement of security programs and policies.
- Answer user inquiries regarding computer software or hardware operation to resolve problems.
- Oversee the daily performance of computer systems.
- Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
- Develop training materials and procedures, or train users in the proper use of hardware or software.
- Provides 24/7 on-call support for the network operations team on a rotation basis.
- Other duties as assigned.

QUALIFICATION REQUIREMENTS:

Education: Associate's degree in computer science or information technology or computer science, management information system, or related field. COMPTIA A+ and/or COMPTIA Network preferred. Related Microsoft certifications preferred. Proven knowledge and experience with computer applications/systems utilized in a healthcare organization highly preferable.

Experience: No experience required.

KNOWLEDGE/ SKILL/ ABILITIES:

- Knowledge of adult learning, instructional design, and curriculum development: advanced computer and training skills.
- Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Excellent communication skills: excellent attention to detail: able to prioritize tasks and meet deadlines: strong interpersonal skills; able to work in a team environment.
- Talking to others to convey information effectively.
- Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes. The ability to listen to and understand information and ideas presented through spoken words and sentences.
- The ability to apply general rules to specific problems to produce answers that make sense. The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- The ability to read and understand information and ideas presented in writing.
- The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

CONDITIONAL REQUIREMENTS:

Employment is contingent upon successful clearing of pre-employment health screening (Covid-19 vaccine required) and drug screening in accordance with CHCC policy.

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OTHERS:

This position is a Full-Time employment status and requires at least 40 hours per week. This position is “**Covered**”, or is eligible to receive overtime compensation pursuant to the Fair Labor Standards Act (FLSA) of 1938 Federal Law. Regular operating hours of the Commonwealth Healthcare Corporation will be Monday to Friday from 7:30am to 4:30pm, however facility hours are 24 hours / 7 day per week. The **Helpdesk Support I** position will be required to work a fixed work schedule; incumbent can opt to have a Compressed Work Schedule enabling full-time employees to complete basic 80-hour bi-weekly work requirement in less than 10 days. This work schedule however is subject to change with or without notice based on the Employer’s business requirement and/or by the demands of the employee’s job. This position is paid on a bi-weekly basis (2-week period). CHCC adheres to all applicable deductions such as C.N.M.I. Tax, Federal Tax, Medicare and Social Security; subject to funding availability through federal funds awarded to the *Epidemiology & Laboratory Capacity* not to exceed 07/31/2024.

Note(s):

- *Three-fourths 20 CFR 655, Subpart E: “Workers will be offered employment for a total number of work hours equal to at least three fourths of the workdays of the total period that begins with the first workday after the arrival of the worker at the place of employment or the advertised contractual first date of need, whichever is later, and ends on the expiration date specified in the work contract or in its extensions, if any.”*
- *Employer-Provided Items 655.423(k): Requires Employer provide to the worker, without charge or deposit charge, all tools, supplies and equipment required to perform the duties assigned.*

INTERESTED PERSONS SHOULD SEND THEIR CURRENT APPLICATION FORMS TO:

Office of Human Resources

Commonwealth Healthcare Corporation

1178 Hinemlu’ St., Garapan, Saipan, MP, 96950

Operation Hours: Monday Through Friday 7:30 AM – 4:30 PM and CLOSED on weekends/holidays.

Employment Application Forms will be available 24/7 at the employer’s hospital facility’s Main Cashier Office (entrance/exit point for all)

E-mail: apply@chcc.health

Direct Line: (670) 236-8205/8210/8729/8202

Trunk Line: (670) 234-8950 ext. 3580/3581/3583

Fax Line: (670) 233-8756

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Note: *Education and training claimed in Employment Application must be substantiated by diploma, certificate or license. Failure to provide complete application form or the required documents will result in automatic disqualification.*