



An Integrated Approach to the Delivery of Community Health Services

On Site Cornerstone Support Person

Position Summary

It shall be the primary responsibility of the On Site Cornerstone Support Person to provide First Level Support for the Cornerstone site(s). The On Site Cornerstone Support Person will be responsible for initial troubleshooting of Cornerstone issues pertaining to, but not limited to, software, hardware, printing, networking and communications problems that occur at all locations regardless of what Cornerstone program. This includes BCCP, HFI, WIC, EI, FCM, etc. A backup shall be designated that can act on the support persons behalf in case of absence.

Qualifications

Excellent communication, interpersonal, organizational and documentation skills required. Must be self-starting and able to work independently without direct supervision. Must have experience in the network and hardware support environment. Must be familiar with a workstation's boot sequence and the Windows 95/98/NT/2000 operating systems. Must be familiar with the installation and troubleshooting of network interface cards and their drivers. Must have a basic understanding of File Server operating systems and of the networking protocols used by Cornerstone and the agency's network (ipx/spx, tcp/ip, etc.) Must be familiar with Hewlett Packard LaserJet printers, JetDirect Network Cards and the JetAdmin Software. Must be familiar with Hard Drive imaging utilities such as GHOST and PQDI. Must understand the importance of tape backups and basic operation of the software.

Essential Duties and Responsibilities

1. Provide on site support to Cornerstone users to identify and resolve communications, network, server, software and related problems.
2. Work closely with the Cornerstone Network Support staff to identify and resolve unusual or serious issues requiring special attention.
3. Troubleshoot and install or replace equipment with the telephone assistance of the Cornerstone Network Support staff.
4. Maintain a current backup of the Cornerstone File Server.
5. Ensure that the Cornerstone End of Day and Beginning of Day are being run daily.
6. Maintain an accurate inventory of equipment and its location.
7. Maintain a current Cornerstone Workstation Image.