



# Sokaogon Chippewa Community

3051 Sand Lake Road, Crandon, WI 54520

Phone: (715) 478-7500 \* Fax: (715) 478-5275



**POSITION:** Health Clinic Information Technology (IT) Specialist

**LOCATION:** SCC Health Clinic

**SALARY:** Commensurate with Education and Experience

## **JOB SUMMARY:**

*Health Clinic IT Specialist is the direct line of contact for Sokaogon Chippewa Community (SCC) Health Clinic end-users to offer onsite support for programs and to maintain computers, laptops, printers, and servers.*

## **Duties:**

- Oversee daily performance of computer systems.
- Set up equipment for employee use, performing and/or ensuring proper installation.
- Perform routine maintenance of desktops/laptops with necessary scans, updates and downloads.
- Diagnose and resolve problems in a timely manner to keep flow of patients and eliminate wait times/rescheduling.
- Troubleshoot technical issues in workstations.
- Troubleshoot/repair the software used by the doctors/nurses/clinic staff.
- Troubleshoot/repair problems for the Dentrix/Dexis software.
- Work with and monitor the Access It Lite software and Prox Card ii Access Control system.
- Work with the TeraTerm Pro RPMS software.
- Assist and provide end user training for minor fixes.
- Work with the Tribal IT Department regarding trainings/updates with the system/servers.
- Keep a daily log with detailed information of duties performed daily.
- Follow up on any other support issues requested by the SCC Health Director or Tribal IT Department.
- Assess infrastructure on a regular basis to ensure it continues to meet necessary demands.
- Manage daily operations of the Clinic IT department.
- Develop new strategies and IT procedures to increase efficiency, enhance workflow and improve satisfaction.
- Coordinate the needs of in-house IT experts and remote employees, vendors and contractors.
- Protect data from outside infiltration through encryption, secure data storage and other necessary means.
- Assist with the installation of new hardware and software and help train employees on its use.
- Manage and oversee departmental quotas.

**Ga-na-waji Ga-wi-nug Way-ji-mooki-ji-wung Yi-ewe-meing-gun-a-sepii**



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- Offer suggestions for possible upgrades and changes within the IT department.
- Complete all duties as assigned.

## **QUALIFICATIONS:**

- Associates Degree in Information Technology/Computer Science or related field required  
Industry certifications and memberships a plus
- Excellent IT, communication, leadership and management skills
- Proven track record of maintaining IT structural integrity
- Three years' experience in related field.
- Excellent verbal and written communication skills.
- Willing to attend and travel for training.

Native American Preference is granted in accordance with P.L. 93-638

Applications can be picked up at the Tribal Office. Submit your completed applications/resume to:  
Kimberlee A. Soldier

## Human Resources

3051 Sand Lake Rd

888 Grand Lake Rd.  
Grandon, WI 54520

Crandon, WI 54520

Email: hr@scc-nsn.gov

Email: [113383@msn.com](mailto:113383@msn.com)  
Phone: 715-478-7663

Posting Date: July 6, 2022

Closing Date: Until filled

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