



DEPARTAMENTO DE SALUD

Secretaría Auxiliar de Salud Familiar, Servicios Integrados y Promoción de la Salud

RECRUITMENT NOTICE

The Immunization Program requires the recruitment of temporary personnel for the following positions:

IIS HELP DESK

Job Description

The IIS Help Desk of the Immunization Information System (ISS) is responsible of ensuring that IIS personnel have the technology they need to implement their duties related to the Immunization Program. Serving as the first point of contact for Immunization Program staff and IIS users to provide physical or remote technical assistance. Performs troubleshooting best solutions for technical issues that affect the Immunization Program staff and IIS user working activities.

Essencial Duties and Responsibilities

Assist the IIS Manager and IT Project Manager with designated priority tasks.

Inform the IT Project Manager about technical issues.

Assess IIS and computerized systems (hardware and software) to identify technical issues and identify functionality needs. Supports software and hardware installations and configurations. Maintain user's software up to date. Assit immunization providers and program staff to solve technical issues with computer systems and IIS.

Make technical recommendations for the purchase of computerized equipment.

Offer technical assistance and support for incoming queries and issues related to computer systems, software and hardware.

Run data queries to create reports as needed.

Prepare and submit service tickets for the resolution of IIS, hardware and software technical issues and requests.

Follow up on service tickets created until resolution.

Create and update ISS user manuals, Standard Operating procedures (SOP's) and policies.

Offer software trainings (IIS, REDcap, among others).

Participate in trainings and virtual meetings.

Provide Technical support in external activities related to the Immunization Program.

Knowledge, Skills and Abilities

Strong interpersonal communication and teamwork skills by establishing and maintaining effective working relationships.

Ability to handle requests by email, phone or in person.

Some knowledge of SQL query creation and DataBase reporting and IT security practices.

Knowledge of software collaborating programs (Microsoft Office), especially SharePoint and OneDrive.

Ability to troubleshoot and problem solve technical issues to resolution. Ability to create software documentation, user manuals and SOPs. Ability to address priorities timely.

Fully bilingual, verbal and written skills.

High degree of confidentiality, integrity and professionalism.

Education

Bachelor's degree or higher from an accredited college or university.

At least 1 year of experience providing technical support.

Interested, please send resume via email on or before June, 30 2022

prirhelp@salud.pr.gov