



WEST KAUAI MEDICAL CENTER – MAHELONA MEDICAL CENTER
KAUAI VETERANS MEMORIAL HOSPITAL SAMUEL MAHELONA MEMORIAL HOSPITAL
HUMAN RESOURCES KAUAI REGION P. O. BOX 337 WAIMEA, HI 96796

AMENDED 04/03/09

VACANCY ANNOUNCEMENT
CONTINUOUS RECRUITMENT UNTIL NEEDS ARE MET

DATE POSTED: 04/02/09
JOB TITLE: DATA PROCESSING USER SUPPORT TECHNICIAN
RECRUITMENT NO.: KAUAI 009-09 (Temporary, Full Time)
JOB LOCATION: KAUAI VETERANS MEMORIAL HOSPITAL, Waimea, Kauai, Hawaii
SALARY RANGE: \$2813 per month (SR15, BU03)

Job Duties: Serves as an administrative and technical support technician for IT Department, a liaison with medical, clinical, and support staff of the Kauai Region facilities, assists with procurement, technical reporting, communications, policy and technical documentation, departmental programs, audits and surveys, and various projects for IT department. Position supports computer operations such as backups, documentation, and maintaining logs. Position requires some travel to all facilities within the Kauai Region.

MINIMUM QUALIFICATION REQUIREMENTS:

EDUCATION: Graduation from high school, with satisfactory completion of courses demonstrating knowledge of English grammar, spelling, and punctuation.

EXPERIENCE

Generalized Experience: Two (2) years of work experience with demonstrated ability to read and understand complex written materials such as rules, procedures, or policies; and to write simply and clearly. At least one (1) year must have included experience in preparing outlines, visual aids, and informational material for group presentations and demonstrated ability to interact directly with people and speak to and provide technical instructions for information to groups of people.

Specialized Experience: Two (2) years of work experience which demonstrated effective use of personal computers, peripheral equipment (e.g., printers, modems, disk drives, scanners, projectors, DVD/CD burners, etc.) video teleconferencing, and a variety of applications (e.g., word processing, electronic mail, spreadsheet, database management, presentation, website maintenance, etc.). At least one (1) year must have involved providing technical assistance and advice to people at all levels of organization for purpose of identifying problems and needs and determining options for correction based on experience, research via manuals and vendors, and support from more experienced personnel. Demonstrated ability to quickly learn and apply new technology tools and systems.

Substitution of Education for Experience: Per Classification Specification.

DESIRED SKILLS

- Experience preferred – two (2) years experience in hospital/healthcare setting. Knowledge of, comfort with, and enthusiasm for technology tools such as computer workstations, video teleconferencing, and applications software.
- Experience preferred in a multi-site environment with centralized corporate offices.
- Experience preferred includes specialized experience and knowledge in the following environment and systems:
 1. Experience in a LAN and WAN preferably in an environment, which includes a minicomputer host systems in corporate and other regional locations. MS Windows 2000, 2003, and XP networks and workstations.
 2. High level of competency with use of MS networks and workstations, MS Office (Word, Excel, Powerpoint, Access, Publisher).
 3. Experience with video teleconferencing technology and tools to enable support and troubleshooting of same.
 4. Experience with graphic design and website maintenance tools such as Adobe tools, Dreamweaver, Contribute, Sharepoint, etc.
 5. Experience with other support applications such as Visio, MS-Project; Studio, etc.
- Analytical skills related to solving problems and developing interim solutions in timecritical situations, particularly where relations must be maintained with potentially difficult systems users.

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- Ability to take action with limited guidance in agreed to areas of responsibility in a calm and rational manner, particularly where the service delivery requirements must be maintained in a time sensitive situation.
- Interpersonal skills at a level well in a wide range of administrative, management and patient care environments and maintain a strong image of professional discipline.

QUALITY OF EXPERIENCE: Possession of the required amount of experience will not in itself be accepted as proof of qualification for the position. Overall paid or unpaid experience must have been of such scope and responsibility as to conclusively demonstrate that you have the ability to perform the duties of this position. Provide a detailed description of your duties and responsibilities. If you worked on a part-time basis, indicate the average number of hours worked per week. Please note that experience will be based on a 40-hour workweek.

Note: We will not postpone the recruitment process because of your failure to provide accurate and complete information concerning your qualifications.

MERIT OR CIVIL SERVICE SYSTEM: You must meet the minimum qualification requirements, including education, experience, other public employment requirements for State Civil Service employment, and HHSC Standards of Fitness. Only those applicants that are scheduled for an interview with the hiring manager will be contacted. Applications will be kept active for six (6) months.

CITIZENSHIP AND RESIDENCE REQUIREMENT: Applicants must be eligible to work in the U.S. and at the time of appointment will be required to become a Hawaii resident within a reasonable time from hire.

VETERAN'S PREFERENCE: If you are claiming Veteran's Preference, you must submit a copy of your DD214 and/or other substantiating documents specifying the periods of your service.

PHYSICAL/MENTAL REQUIREMENTS: Applicants must be able to physically and mentally perform efficiently the duties of the position. Qualified applicants with disabilities who can perform the essential functions of the advertised position are encouraged to apply. The Hawaii Health Systems Corporation is committed to making reasonable accommodations on a case-by-case basis. Applicants seeking reasonable accommodation should be ready to discuss the accommodation sought so that a determination can be made that such accommodation is reasonable and would not cause the employer undue hardship.

PHYSICAL EXAMINATION REQUIREMENT: Offers of employment will be conditioned on the results of a complete physical examination, which includes a drug screening. For certain job categories, applicants may be referred to an HHSC-designated physician, rather than the applicant's personal physician of choice. The cost for all physical examinations, except the cost for the drug screening, shall be borne by the applicant and not the Hawaii Health Systems Corporation. The Hawaii Health Systems Corporation shall bear the cost of the drug screening.

CRIMINAL/BACKGROUND, CREDENTIALING CHECKS: Applicable checks will be conducted periodically and any associated costs may be borne by the applicant. If a job offer is made or employment is begun prior to completion of all applicable checks, any offer of employment or continued employment is contingent upon satisfactory return of all required checks.

HOW TO APPLY: Applications are available at the **Kauai Veterans Memorial Hospital**; Human Resources Office, 4643 Waimea Canyon Dr.; Waimea, HI 96796 and at Samuel Mahelona Memorial Hospital, Human Resources Office, 4800 Kawaihau Rd, Kapaa, HI 96746. You can call (808) 338-9426, e-mail: kauaijobs@hhsc.org or visit our website at www.kvmh.hhsc.org. Application hours are: M-F 7:30 a.m. to 4:00 p.m., excluding holidays, at which time applicants are able to complete an application and have their application reviewed by the facility Human Resources Office. Only applicants that have been through a Human Resources (HR) applicant screening process will be considered for an interview with a hiring manager. Applications for announcements with a deadline date must be on file no later than the last day to file applications. Applications for announcements with "Continuous Recruitment Until Needs are Met" will be accepted as long as there are vacancies. Inactive/filled announcements will be taken off the HHSC website.

STEPS TO AN ADMINISTRATIVE REVIEW, SUBSEQUENT APPEALS: If you do not agree with a decision made by the Employment Office as to your non-qualification or non-selection for a position, you may complete a Request for Administrative Review form (available on the HHSC website) or you may submit a written request within twenty (20) days from the date of your sent notice to the Regional Chief Executive Officer/Designee. Your letter requesting the Administrative Review must include 1. The job title(s) and recruitment number(s), 2. the specific reason(s) you are requesting the review noting if there is a statute or rule violation, and 3. any additional information you want to submit to substantiate your request. If you do not submit your request within the twenty (20) days deadline, no Administrative Review will be conducted. Since the Administrative Review is a prerequisite to subsequent steps, failure to utilize this process will make you ineligible for subsequent appeals. The administrative review, formal complaint and/or appeals hearing will not necessarily postpone the recruitment process and/or rescind a selection.

If you do not agree with the Administrative Review, you may file a Formal Complaint and then, if you are still not satisfied, you can appeal to the HHSC Merit Appeals Board.