**JOB DESCRIPTION**

An IT technician will diagnose, repair, and maintain hardware and software components to ensure the smooth running of computer systems. This role will install and configure computer hardware and be the primary point of contact for IT support within Zynex.

In this role, you represent the Zynex brand. This means you are responsible for providing a world-class experience to all “customers” in every interaction, every time. Every decision made must align to our mission, vision, and strategy. Every communication sent (through email, mail, or by phone) is to be professional, simple, and aligned. Every problem or bottleneck is to be resolved with an efficient solution that is consistent with our strategy.

**Competencies Needed:**

* **Adaptability** – Deals with change and ambiguity well; adjusts and alters behavior when change occurs so priorities are still met.
* **Customer-Focus** -Implements ways to rapidly respond to customer requests for improved outcomes; works with the customer to collect accurate information about needs; goes beyond the initial thinking and remains flexible to meet customer needs; maintains strong and loyal customer relationships. In addition to patients, your customers may be coworkers, clinics, the Zynex sales team, etc.
* **Stress Management** - Ability to stay calm, find solutions, and reach objective decisions in difficult situations.
* **Problem Solving** - Gathers information to solve problems can see root causes and address these as needed.
* **Internal Drive** –Demonstrates a strong desire to achieve and be proactive.

**Essential Job Duties & Responsibilities:**

*Main Daily Duties: (90% of Shift)*

* Assist Information Technology (IT) department in accomplishing the goals of IT team through supporting IT network of Zynex Medical products and services.
* Assist with:
  + New hire onboarding
  + Hardware setup
* Desktop support/troubleshooting
* Computer imaging and deployment
* Active directory administration
* Office 365 administration
* Access control management
* Inventory management
* Phone system support
* User account management
* Script and automation development

*Additional Duties:*

* Comply with company policies and federal, state, and other regulations, including HIPAA, Privacy Rule, and PCI compliance.
* Be present & visible in the home office 5 days/week (M-F), 8 hours/day. Exceptions to this need prior approval from your direct Manager.
* Other duties as assigned.

**Future Responsibilities:**

As part of the natural growth in this role, the position will evolve to include training responsibilities. This will involve:

* Conducting training sessions for new team members.
* Developing and implementing training materials and programs.
* Collaborating with cross-functional teams to ensure consistent training standards.
* Identifying improvement opportunities by analyzing common inefficiencies and discrepancies in work processes.
* Conducting Quality Assurance (QA) review utilizing departmental Key Performance Indicators (KPIs)

**Education Requirements:**

* Bachelor’s Degree preferred.
* Additional IT Certifications a plus.

**Physical & Environmental Requirements:**

*Computer Intensive Tasks (95% of shift):*

* **Ergonomics:** Maintain proper posture using an ergonomic chair.
* **Communication:** Effectively communicate via spoken, written, virtual, and electronic means.
* **Strenuous Eye Activities:** Ability to focus and concentrate on detailed tasks for extended periods to reduce eye strain.
* **Repetitive Strain:** Perform frequent keyboard and mouse activities with dexterity and careful hand movements to minimize the risk of strain.
* **Sitting for Extended Periods:** Sit for prolonged periods while working on a computer.
* **Technology Proficiency:** Utilize office equipment, including computers, copiers, fax machines, and telephones, as well as demonstrate proficiency in Microsoft Office Software.
* **Dynamic Office Environment:** Operate in a fast-paced, professional office setting.

*Physical Tasks (5% of shift):*

* **Heavy Lifting:** Lift objects weighing up to 30 lbs.

**Zynex Offers Exceptional Benefits (Full-Time Roles):**

* Premium starting pay (starting at $24.00/hr).
* Health, dental, & vision insurance.
* 401k with company contribution.
* 8 paid holidays
* Zynex PTO Program
* Health & wellness bonus up to $50/month.
* Frequent opportunities for role transitions and advancements.
* Up to $75/month reimbursement for community volunteer hours.
* Employee product discounts.

Note:

* This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job.
* \*\*Employees are held accountable for all duties of this job\*\*

*Zynex Medical is an Equal Opportunity employer*

Employee Name (Print): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_