



Position Description

Job Title: VLMS Technical Support Specialist	
Department: Simulation Center	Date: February 2025
FLSA: Exempt	Work Location: United States (onsite/remote, Virginia Campus)
Employee Category: Administrative Staff	Work Schedule: Mon. – Fri. 8:00 am – 5:00 pm in general but may require adjustments to the schedule to allow for additional late hours or weekend work.
Reports To: Project Manager	Percent Employment: 100%
Direct Reports: None	

I. Job Summary

The VLMS Technical Support Staff serves as a primary administrative staff for the VLMS/Syndromic Surveillance Research Project. The VLMS Technical Support Staff reports to the Project Manager of Research. This position provides high quality support by displaying sound judgment, accuracy, diplomacy, confidentiality, and discretion. The primary duties of the VLMS Technical Support Specialist is to provide users with solutions and assisting in troubleshooting. This position will be charged with continuing product support and education to all users. This position will participate in assisting the Data Scientist with beginning stages of Data Management within VLMS. The position is a part of an innovative and technical team led by VLMS Chief Medical Officer (CMO) and the Vice President of Research.

II. Position Duties

The following description of responsibilities includes those listed in the summary and is intended to reflect the major responsibilities and duties in order of importance but is not intended to describe all duties and responsibilities that are required for the position or that may be assigned from time to time.

The VLMS Technical Support Specialist will provide technical assistance and answers to user's questions, assisting users by troubleshooting problems with computer hardware or software.

- i. Identifies, investigates, and resolves users' problems with computer software and hardware.
- ii. Fields support calls, chat, email, and/or other communication from users with inquiries regarding software programming, connectivity, printing, and similar concerns.
- iii. Consults with users to determine steps and procedures taken to identify and resolve the problem.
- iv. Applies knowledge of computer software, hardware, and procedures to solve problems.

- v. Guides users through diagnostic and troubleshooting processes, which may include use of diagnostic tools and software and/or following verbal instructions.
- vi. Collaborates with other staff to research and resolve problems.
- vii. Collaborates with programmers to explain errors and/or recommend modifications in programs.
- viii. Arranges service by software or hardware vendors to repair or replace defective products.
- ix. Maintains knowledge of technology innovations and trends.
- x. Performs other related duties as assigned.

III. Requirements

- **Education:** Associate's degree in computer science or related field or work equivalency.
- **Licensure or certification:** N/A
- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Professional and pleasant telephone manner.
- Ability to explain technical issues to technical and nontechnical employees and customers, in written documents, verbal instruction, or video recordings.
- Strong analytical and problem-solving skills.
- Proficient with Microsoft Office Suite or related software.
- Proficient with or the ability to quickly learn an array of computer hardware and software.

Other skills important to this position

- Excellent interpersonal and communications skills
- Strong team player
- Commitment to company values
- Computer proficiency

Preferences

- Bachelor's degree in computer science or related field preferred.
- At least three years of experience in customer technical support highly preferred

The successful candidate will be subject to a criminal history background check.

Regular, reliable or predictable attendance is an essential function of the job.

IV. Working Conditions and Efforts:

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Working conditions may include frequent interruptions, working alone, evening and weekend work, repetitive tasks and exposure to computers and monitors.

Physical demands: While performing the duties of this job, the employee is occasionally required to sit; use hands and vision for office equipment such as computers; talk or hear; moderate telephone usage. The employee must occasionally lift and/or move up to 50 pounds, frequent walking, bending, reaching and standing.

Work environment: Office environment. Outside travel required 10% of time. The noise level in the work environment is usually minimal.

This position is classified as an exempt position because it requires that the candidate/employee exercise independent judgment and discretion regarding matters of significance.

Employment with VCOM is “at-will”. This means employment is for an indefinite period of time and it is subject to termination by the employee or by VCOM, with or without cause, with or without notice, and at any time. Nothing in this position description or any other policy of VCOM shall be interpreted to be in conflict with or to eliminate or modify in any way, the “at-will” employment status of VCOM employees.

- V. **VCOM core values:** The employee is expected to adhere to all VCOM policies. As the environment is a professional college, VCOM faculty / staff are expected to dress and behave in a professional manner at work. VCOM faculty / staff are expected as VCOM employees, to be a person who obeys all laws and professional expectations of an upstanding citizen of the community. VCOM expects all employees to maintain a positive attitude in all working relationships with all VCOM departments, employees, medical students, prospective medical students, interns, and residents and to treat all other engaged in the duties of the employment, with mutual respect.

I am notified that the College is an equal opportunity employer and does not discriminate on the basis of age, sex, sexual orientation, ethnicity, religion, or disability.

I have been made aware of the College's most recent campus safety report, the location of the college policies and procedures document, and the appropriate handbook for my position. I recognize my responsibility to be aware of the policies and procedures and I am in agreement to follow the policies and procedures as written.

I have read and understand this explanation and job description. I also understand that the job duties and description or the existence of the need for the position may be changed at any time as required by the College where growth of the institution or change in direction for the institution may change the duties of my department or the need for the position.