

# STORE SUPPORT TECHNICIAN (Pharmacy Support Specialist)

## SAMPLE - Position Overview

Provides telephone support for in-store computer systems. Assembles and/or configures in-store computers. Responsible for testing and quality assurance of new and upgraded in-store applications and equipment. Responsible for documenting user and technical procedures for in-store computer systems. Trains store personnel on use of new and changed applications and equipment. Creates materials for new stores and assists with grand opening preparation, quality assurance and operation.

- Reports to: Help Desk Manager
- Coordinates with: IS personnel, pharmacy management and staff, Senior Vice President of Store Operations, Vice President of Pharmacy Operations, regional pharmacy managers and district managers.

## Essential Job Functions

- Answer calls from pharmacy management, staff, and the Help Desk on computer hardware & software, configuring pharmacy controllers, and application problems.
- Test PDX releases, Scriptpro releases, IVR releases, and assist in evaluation of new applications.
- Write user instructions and technical documentation for pharmacy computers and maintain pharmacy on-line library documentation.
- Train pharmacy management and staff in the use of new hardware and software. Conduct classes for new pharmacy management and staff on PDX, IVR, Pharmacy Browser and Scriptpro applications. Also assists with proctoring PDX competency tests.
- Assemble and/or build rollout materials, write rollout instructions and checklists, maintain rollout calendars, and support project management.
- Assemble pharmacy computer materials, build and/or configure pharmacy computers, and provide phone support to new pharmacies during grand opening preparations.
- Provide backup to POS specialists with store problems when needed.
- Maintain the confidentiality of any proprietary or personal information.

## Physical Requirements

*Occasionally* = up to 1/3 shift

*Frequently* = up to 2/3 shift

*Continuously* = throughout shift

- Standing: Occasionally in combination with walking.
- Sitting: Continuously.
- Walking: Occasionally in combination with standing.

- Worker Mobility: Worker can change positions frequently throughout work shift.
- Carry/Lift: Occasionally and independently work with 0-45 pounds while building and configuring computers.
- Pushing/Pulling: Occasionally and independently work with 0-45 pounds while pulling/pushing computers and parts totes.
- Bending/Squatting: Frequently while building and configuring computers.
- Reaching/Handling: Use of fingers/hands/arms continuously.
- Grasping/Squeezing: Continuously.
- Twisting: Frequently throughout work shift.
- Climbing: Occasionally to reach upstairs offices or lunchroom.
- Crawling: 0% of the time.

### **Social Skill Requirements**

- Ability to positively interact with others.
- Ability to communicate well verbally and in writing using the English language.
- Ability to give instructions firmly and pleasantly.

### **Aptitude Requirements**

- Workers must be able to speak, read, and legibly write English.
- Must be able to perform basic and intermediate math functions.
- Must have the ability to analyze, reason, and make decisions.
- Must be able to learn and retain new skills.
- Must have aptitude for computer hardware and applications.

### **Environmental Factors**

- Most work is performed in an office environment.

This position summary covers most of the duties performed, however, other duties and responsibilities not listed may be assigned at the discretion of management.

**After reviewing this position summary, can you perform all of the functions listed?**   ☐ **Yes**   ☐ **No**

If no to the above, please identify any functions that you are unable to perform:

I verify that I have thoroughly reviewed the position summary for Store Support Technician (Pharmacy Support Specialist) and that I understand the job requirements and essential job functions.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_