

JOB TITLE – IT HELP DESK/TECHNICIAN

HOURS M-F: 8:00 AM - 5:00 PM

SUPERVISOR: Director of Information Technology

SALARY Commensurate with Experience

FULL TIME POSITION

POSITION DUTIES/RESPONSIBILITIES: Serve as the first point of contact for staff seeking technical assistance over the phone or ticket system. Perform remote troubleshooting through diagnostic techniques and pertinent questions. Determine the best solution or escalation path based on the issue and details provided by staff. Provide accurate, up to date information on IT products or services. Record events and problems and their resolution in detail within the ticket system. Follow up and update staff on status and information. Pass on any feedback or suggestions by staff to the appropriate internal team. Comply with all regulations related to confidentiality of patient information (HIPAA). Other duties as assigned.

REQUIRED EDUCATION, TECHNICAL TRAINING OR EQUIVALENT: Associate Degree in Information Technology or related field preferred

REQUIRED EXPERIENCE OR SKILLS: Customer-service oriented, tech savvy with working knowledge of Microsoft and Apple products, understanding of remote access and control software, well-versed in computer hardware repair and application installation/maintenance, working understanding of mobile devices and their related applications, ability to diagnose and resolve general technical issues, excellent communication skills.