IT Help Desk – FT

Employer

South Central Kansas Health

6401 Patterson Pkwy,

Arkansas City, KS 67005

620-442-2500

Job Description

1. Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
2. Respond to queries either in person or over the phone.
3. Write training manuals.
4. Train computer users.
5. Maintain daily performance of computer systems.
6. Respond to email messages for customers seeking help.
7. Ask questions to determine nature of problem.
8. Walk customer through problem-solving process.
9. Install, modify, and repair computer hardware and software.
10. Clean up computers.
11. Run diagnostic programs to resolve problems.
12. Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.
13. Install computer peripherals for users.
14. Follow up with customers to ensure issue has been resolved.
15. Gain feedback from customers about computer usage.
16. Create and maintain user ID's and issuing passwords as necessary.
17. Supports telephones and cell phones

Qualifications:

Education: IT degree preferred

Experience: Experience in a like position at a like facility preferred.

Other:

- Tech savvy with working knowledge of office automation products, databases and remote control
- Good understanding of computer systems, mobile devices and other tech products
- Ability to diagnose and resolve basic technical issues
- Excellent communication skills
- Customer-oriented and cool-tempered

Reporting Relationship:
Department Manager/Supervisor: Director of IT, Administration

Immediate Reports: None

Interrelationships: Will work closely with all other department team leaders/coordinators of a self-directed work team.

Working Conditions:
Job responsibilities require constant exposure to noise, lighting, and/or temperature levels. Exposure to irritating, unpleasant, or hazardous elements or conditions (i.e. blood, chemicals, and infectious diseases) is possible.

Apply

Apply **Here**

The SCK application process consists of three forms:

1. General Application   2. Release Authorization   3. Confidentiality Agreement

Please complete ALL THREE forms.