

**Connecticut Hospital Association**  
**JOB DESCRIPTION**

**JOB TITLE:** Help Desk Specialist

**REPORTING TO:** Director, Infrastructure Technology

**JOB SUMMARY:**

The *Help Desk Specialist* provides technical assistance and support related to computer systems, applications, hardware, and software for all CHA employees. Position also provides support for ChimeNet customer networks and managed assets. This person will document, troubleshoot, and manage all Level 1 technical issues to resolution for both Connecticut Hospital Association employees and ChimeNet's external customers. Position will provide desktop support, training, and guidance for Connecticut Hospital Association employees. In addition to a technical skill set, excellent customer service and communication skills are essential. This is a fast-paced environment, and a position that requires the ability to multitask effectively and adapt to changing priorities.

**DESCRIPTION OF DUTIES:**

- Support the Director of IT Infrastructure and work as part of a team of network and IT support staff.
- Respond to requests for technical assistance; diagnose issues and resolve, or escalate as needed.
- Create service tickets for all requests; prioritize and escalate issues when necessary.
- Install, implement and support Windows 10 laptops and workstations.
- Install, configure, maintain and troubleshoot Microsoft Office suite and custom applications.
- Work with IT team to train users on new software and hardware.
- Troubleshoot and resolve user password, e-mail, hardware, software and connectivity issues.
- Manage workstation/server patch management systems (SCCM).
- Physical asset management.
- Responsible for system backups.
- Proactively monitor customer networks, troubleshoot basic WAN connectivity issues and work with service providers (Comcast, Frontier, Cox, etc.) to resolve them.
- Communicate effectively with team members, CHA staff, and customers.

**REQUIREMENTS:**

- A+ or other technical certification, Associates Degree, or related work experience required
- Two years of desktop support in a corporate IT environment. Experience with:
  - Windows 10 Desktop Operating System
  - Microsoft Office suite and experience supporting custom applications
  - Corporate phone system; experience with Cisco Voice Over IP preferred
  - Basic PC and Laptop hardware troubleshooting
- General IT Help Desk experience, including working with a ticketing/logging system to manage and dispatch Help Desk tickets.
- Familiarity with Microsoft Active Directory Users and Computers and Exchange user administration
- iPhone/iPad support
- Remote user support, including VPN connectivity
- Network printer support
- Strong customer service skills are essential; excellent communication, interpersonal, triage, and documentation skills required
- Experience with WebEx or similar collaboration tool helpful
- Experience with monitoring software and managing backup systems a plus
- Position requires rotating 24x7 on-call responsibility

EOE

TC/ALP/PC - 6/17