

JOB DESCRIPTION

Job Title: **IT Help Desk Specialist**
Supervisor: IT Supervisor
FLSA Status: Non-Exempt

Location

This position will be based in both our Norwood and Weymouth offices. Schedule would include rotating days in Lexington, Northborough, Wellesley, Canton, and Quincy.

Hours

40 hours per week
Occasional evening and weekend work may be required as needed
Reasonable availability for overtime is expected as projects demand

Position Summary

As a member of the in-house technology team, the IT Help Desk Specialist will troubleshoot, track, and resolve a wide variety of issues on various technologies to support clinicians and support staff in all of CFPS's medical offices. The IT Help Desk Specialist will serve as the first point of contact for our clinical and support staff with basic computer needs, troubleshooting, support, printing issues, etc.

Essential Responsibilities:

1. Acts as initial contact person for IT Help Desk inquiries.
2. Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
3. Respond to queries either in person or over the phone.
4. Write training manuals.
5. Maintain daily performance of computer systems.

Required Qualifications:

1. High school diploma required; IT-related college degree preferred.
2. 0-1 years related work experience required.
3. Education beyond high school and/or two years of experience in administrative position, preferably healthcare.
4. Strong computer skills, with Microsoft Excel and Word required
5. Must be organized, have attention to detail, perform under deadlines, and be able to communicate clearly with various levels of staff.
6. Experience with computer systems required, including web based applications and some Microsoft Office applications.