



Job Title: IT Analyst and Desktop Support Manager

Department: Administration

Days and Hours of Work: Full-Time, Exempt

Reports to: Chief Executive Officer

Job Summary: The IT Analyst and Desktop Support Manager is responsible for providing project management and day to day oversight for the IT operations of the organization by serving as the primary point of contact for end-user hardware and/or software needs.

Essential Duties:

1. Oversees all desktop solutions including: hardware, software and device solutions.
2. Responsible for the maintenance, installation, upgrade and configuration of all computer hardware and software.
3. Resolves end-user problems regarding hardware and software by identifying and evaluating the problem, troubleshooting, facilitating suitable solutions, documenting the resolution, notifying the end user, and closing out the ticket/case in a timely manner.
4. Ensures that internal and external tickets/cases to help resolve hardware/software issues are thoroughly and accurately completed in a manner that explains the problem.
5. Identifies, assigns and/or escalates Help Desk issues to appropriate resources and/or vendors in order to ensure timely resolution of cases/tickets.
6. Provides recommendations for purchasing new hardware/software products to enhance the organization's business development.
7. Responsible for network connectivity solutions, troubleshoot and resolve issues.
8. Communicate with external vendors to maintain, update and upgrade the electronic health/dental record, interfaces with lab, pharmacy and population health programs and others as needed.
9. Assist management in pulling data reports, creating dashboards and other required reporting mechanisms.
10. Implement plan for IT security and develop systems to prevent and intervene in data breaches.
11. Participation in NextGen User group meetings.
12. Perform all assignments within the deadlines set and regularly communicate the status of various projects to the Management team and other staff members.
13. On call as needed for problem-solving.
14. Perform all other duties as assigned.

Job Qualifications and Skills:

1. Excellent customer services skills.
2. Organized, sets priorities, and meets deadlines. Must have strong attention to detail.
3. A minimum of three years of experience in computer/user support environment.
4. Unrestricted driver's license and proof of auto insurance.
5. Must be able to troubleshoot and develop solutions for short term and long term issues.
6. Experience in Microsoft Windows 10, Office Suite, Citrix XenDesktop and other standard software.
7. Must be willing to travel between sites, work various shifts when needed.
8. Must be able to lift/carry 20-40 pounds.