



Job Posting

Title: Information System Technician I

Base Salary Range: \$48,000 -\$60,000 plus benefits

FTE: Full-Time -Non - Exempt

Our Mission: The Mission of South Central Family Health Center is to improve the quality of life for the diverse Community of inner city Los Angeles by providing affordable and comprehensive health care and education in a welcoming and multi-cultural environment. To lead the way in health care in South Los Angeles, as the premier provider and employer of choice offering comprehensive, high quality, affordable, efficient, and culturally responsive services.

General Summary: Under the direction of the IT Supervisor the Information Systems Technician I provides hardware and software maintenance, training and consultation, and recommendations about future planning and development of resources. Is responsible for providing IT help desk support for 200 + users across 10 clinics.

- Administers systems and servers related to organization LAN and WAN (e.g. email system, accounts, print queue, workstation ID, IP assignments, office computers, etc.) for the purpose of ensuring availability of services to authorized users
- Assesses malfunctions of hardware and/or software applications (server or local machine resident) for the purpose of determining appropriate actions to maintain computer operations
- Assists in the selection and installation of computers and network equipment for the purpose of meeting the technology needs of the organization
- Installs computer equipment, network (client and server) software and hardware on a variety of platforms (e.g. service packs, application software, operating software, hardware upgrades, etc.) for the purpose of upgrading and maintaining equipment and software
- Procures equipment, supplies and materials for the purpose of maintaining availability of required items and completing jobs efficiently
- Utilize ticket tracking system to track time and communication for all activities
- Work closely with and escalate issues as necessary to senior IT staff and Supervisor as appropriate.
- Provide problem resolution and support for end users and IT team members
- Prioritize second level support calls and troubleshoot, analyze and resolve when possible.
- Onsite field support & service as needed
- Coach and guide staff through basic computer task
- Monitor critical systems and functions utilizing RMM and other tools as directed
- Assist with documentation of network diagrams, basic PC checklists, etc. as assigned

Qualifications Certifications and Experience:

- High School Diploma or equivalent required
- Cisco Certified Network Associate (CCNA)
- Certified Network System Administrator
- CompTIA Network+ Certification
- Must have minimum 2 year experience in related field
- Good written, oral and customer service skills
- Excellent interpersonal, organizational and project management skills



Job Posting

- Highly organized and work effectively with other IT team members

Top benefits or perks: As a team member at South Central Family Health Center, you'll enjoy competitive wages and generous benefits:

- Benefits: Health Care, Dental, Vision, and Life Insurance
- 403 (b) Retirement plan
- Education Reimbursement Career development: Entry-level employees have opportunities to work in management, HR or other areas of the company.

Contact/application information:

To apply please visit South Central Family Health Center's website at:

<https://recruiting.paylocity.com/recruiting/jobs/All/325da02f-904e-426b-ab73-f734fa9906c9/South-Central-Family-Health-Cent>