

Job Description

Job Title	IT Support Specialist		
Reports to	Systems Engineer		
Effective Date	March 6, 2019	Manager of People	No
FLSA Status	Non-Exempt	EEOC Class	5

ABOUT NCHA

The NCHA is a healthcare trade association that represents all of North Carolina's 130 hospitals and health systems. This \$15M enterprise operates in three distinctive areas. Core to its mission, the organization develops and delivers policy, advocacy, lobbying, education offerings, and member services. The organization also operates the fifth largest hospital association run foundation in the country. The foundation acts as a conduit between large national funders and the state's healthcare systems. Finally, the association operates a for-profit shared services organization that provides resources and services to members and other strategic partners. The NCHA works to improve and enhance the overall health and well-being of its communities through supporting high-quality patient care, education and research programs, and a variety of collaborative partnerships and initiatives.

PURPOSE

Provide first-level computer support for approximately 50 Mac OS users, including Microsoft Office 365 administration, Microsoft CRM-based Association Management System, Mac and Windows OS support, documentation, training, and audio-video support. Assist in development and maintenance of information, infrastructure and security systems.

RESPONSIBILITIES

- Provide end user support to internal users and members via telephone, ticketing system, remote administration, and in person, with computer, network, application, and audio-visual support.
- Maintains and troubleshoots various information and data systems in support of NCHA's mission.
- Troubleshoots technical issues and identifies modifications needed in existing applications and systems to meet changing user requirements.
- Creates and maintains technical documentation on information systems. Prepares and documents standard operating procedures and protocols.
- Works with lead system engineer to understand and implement IT infrastructure designs and rollouts.
- Assists in monitoring and maintaining network infrastructure including access points, firewalls, servers, backup systems, databases, phone and other IT hardware.
- Supports security, backup, and redundancy strategies.
- Monitors and maintains virus protection and vulnerability scanning.
- Analyzes and recommends purchases of new technology.
- Installs, configures, tests and maintains operating systems, application software and system management tools.
- Manage inventory and vendor relations for the IT department.
- Educate staff on software applications, best practices and security.
- Perform other tasks and duties as may be identified by the Systems Engineer or the position itself.

MISSION/VISION/VALUES

- Embrace the NCHA mission to improve the health of the communities where we live and work by advocating for sound public policy and collaborative partnerships.
- Support the vision for the highest possible level of quality healthcare delivery throughout North Carolina.
- Demonstrate the association's core values in all relationships, at all times. Integrity: Conduct yourself ethically and honestly. Excellence: Strive for excellence in all things, in all ways. Leadership: Lead towards the future through commitment to a healthy North Carolina.

INTERNAL RELATIONSHIPS

- Work under the supervision of the Systems Engineer, to support the information technology needs of NCHA staff and departments.

EXTERNAL RELATIONSHIPS

- Has contact with members, affiliated groups and individuals, under supervision of the Systems Engineer, and provides information as appropriate. Has contact with vendors of computer hardware, software supplies and information technology to meet the goals of NCHA.

EDUCATION AND EXPERIENCE

- Bachelors' degree in related field.
- Minimum two (2) years related experience.
- Advanced Mac OS troubleshooting experience
- Apple Certified
- Linux experience
- Office 365 administration (Exchange Online, SharePoint, Teams)
- Experience with security tools (Firewalls, Vulnerability scanners, SIEM)
- Directory service administration (LDAP, Active Directory)
- An equivalent combination of education, training, and experience may be considered.

KNOWLEDGE, SKILLS AND ABILITIES

- Excellent customer service skills.
- Knowledge and proficiency in Linux, Office 365, and LDAP/authentication.
- Excellent interpersonal, communication, and computer skills.
- Ability to establish and maintain effective working relationships with co-workers and managers.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

- Work performed mostly in an office environment.
- Use a computer throughout the workday.
- May require Infrequent after hours/weekends and travel.
- Must be on site 8:30 am – 5:00 pm, Monday through Friday with rare after hours/weekends.

North Carolina Healthcare Association is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, age, sex, national origin, veteran status, disability, sexual orientation, sexual preference, or other protected status.