The Support Technician is primarily responsible for responding to help desk support calls for the South County Hospital Healthcare System. The incumbent provides first-level support, evaluates the issue, tries to resolve it, and escalates issues to the appropriate resource as needed. Help desk duties include installation and support of new and existing personal computers, hospital standard desktop applications, and all office printers and multi-function devices. Participates in a 24-hour on-call rotation, provides backup support for other members of the department, and assists in the development of other staff members.

Minimum Qualifications

- Minimum 1-2 years experience in a personal computer and printer hardware support environment upgrading and installing client hardware and software.
- Thorough working knowledge of standard MS Windows operating systems with system administration experience.
- Strong analytical and problem solving skills in the area of desktop and Windows applications.
- Exceptional follow-through and communication skills and a strong work ethic.
- Associate Degree in Computer Science or related field is preferred.
- A+ Certification or MCSE preferred.

For more information or to apply visit: southcountyhealth.org or email aflath@southcountyhealth.org