



Job Title: IT Desktop Support Specialist

Reports to: Chief Operating Officer

Job Summary:

Vulcan Imaging Associates is seeking an IT Desktop Support Specialist who will be responsible for the proactive management and troubleshooting of hardware, software and networking issues for the company. The IT Desktop Support Specialist will participate in the implementation of the mission, vision and values of Vulcan Imaging Associates.

Primary Job Responsibilities:

1. Provides direct service for IT support for VIA internal users as well as customers outside the company.
2. Coordinates and executes monthly, weekly and daily inspections to prevent or solve system malfunctions.
3. Responsible for all computer hardware inventory. Ships, receives and maintains inventory of all workstations and office computers.
4. Assists all new-hire and end-users with hardware and software setups.
5. Stays updated on new developments that would enhance the company's operations and workflow.
6. Serves as a liaison with outside IT companies for various software applications.
7. Provides end user assistance, troubleshooting, issue resolution, installation and reinstallation services in support of computers, applications, peripherals, and devices.
8. Resolves Tier 1 (phone and remote support) and Tier II (touch-labor) support dealing with desktop support.
9. Performs ongoing review of current systems for maintenance, consistency and enhancements to benefit the overall workflow.
10. Develops and maintains relationships with clients, Radiologists and external vendors.

Performance Requirements:

Knowledge:

1. Knowledge of organizational policies and procedures to manage operations and ensure effective patient care.
2. Knowledge of the principles and practices of health care administration, fiscal management, human resource management, government regulations, compliance requirements and reimbursements.
3. Knowledge of computer systems and applications.

Competencies:

1. Technical capability
2. Critical thinking skills
3. Customer/client focus
4. Excellent written and verbal communication skills

Education:

1. High School diploma or equivalent
2. 1 or more years of basic technical support experience
3. Experience with Active directory and MS office

Other Requirements:

1. Time management skills
2. Friendly and approachable with a positive attitude
3. Problem-Solving skills: technical background with the ability to understand applications and relationship to workflow

Equipment Operated: Standard office equipment including computers, laptops, workstations, printers and all peripherals.

Work Environment: This job operates in a professional office environment with the ability to travel locally as end users may need help. This is a hybrid role with remote options available.

Physical Requirements: Must possess the physical and mental abilities to perform duties throughout the day. Must be able to operate a PC by use of a mouse and keyboard. Ability to lift and move up to 50 lbs.