

DISTRICT HEALTH DEPARTMENT NO. 2

Job Posting

Job Classification: One (1) Full-Time Public Health Information Technology Manager (Non-Union)

Base Site: West Branch

Grade: Salaried/Exempt

Rate of Pay: \$43,990/Annual

The qualifications listed below are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.

General Summary

Under the supervision of the Public Health Analyst/Metric-Data Management Administrator, serves as the first point of contact for staff seeking technical assistance over the phone or email and other Help Desk items. Performs remote troubleshooting through diagnostic techniques and pertinent questions, determine the best solution based on the issue and details provided by staff, walk staff through the problem-solving process, direct unresolved issues to the next level of support personnel, provide accurate information on IT products or services,

Duties

- Provides IT support to staff either from an on-site location or the office.
- Promptly evaluates, prioritize and response to staff requests.
- Received daily support requests and helping to complete larger IT projects.
- Provides support and resolution to all software and issues concerning laptop/desktop computers, mobile devices/phones, and peripherals/printers.
- Provides timely and correct troubleshooting and escalation of problem spots and offering end-user assistance and training where necessary.
- May also include addition, removal, and preservation of accounts of users on all servers, including changing of password, resetting of accounts, and removal of accounts of employees whose jobs have been terminated.
- Perform administrative duties, including scheduling of equipment or laptop loaners, or any other services/items for company users; organize shipment to remote sites if required.

Education/Experience

- Associate degree or equivalent with previous working experience as an IT Help Desk Technician supporting desktops, laptops, peripherals, and printers.
- A+ certification.
- Network Plus or CISCO Certified Network Associate (CCNA)
- Strong VM ware experience.
- In-depth knowledge of computer systems and mobile devices.
- Hands on experience with diagnosing and resolving basic technical issues
- Excellent communication and interpersonal skills.

Preferred:

- Strong Office 365 knowledge, certificate.
- Microsoft Azure or Amazon web services.
- MWARE Expert certification.
- Mitel VOIP experience.
- Microsoft Active Directory.
- Group policies.
- Print services/secure printing.

Other Requirements

- Valid Michigan driver's license, own means of transportation.

Physical Requirements

This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the following requirements. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements:

- Lifting and moving computer equipment weighing up to 25 lbs.
- Bending, stooping, crawling and climbing to install computer cable and equipment.
- Ability to operate office equipment.

This list may not be inclusive of the total scope of job functions to be performed. Duties and responsibilities may be added, deleted or modified at any time.

Applications are available at Health Department offices or you may fill one out on-line at www.dhd2.org/employment. Submit application/resume to District Health Department No. 2, 630 Progress, West Branch, MI 48661 or by e-mail to vsherosky@dhd2.org. First review will be on July 26 2021.

District Health Department No. 2 is an Equal Opportunity Employer