



Valley Community Healthcare

IT Helpdesk Lead Job Description

Job Summary:

The Helpdesk Lead is responsible for providing professional and efficient helpdesk support. A strong customer service mindset is the key to succeeding in this role. This hand on team lead will assist with the standardization of helpdesk services and procedures along with streamlining any discovered inefficiencies. This person will play a key role in the continued development of the IT Helpdesk team.

Essential Job Duties:

- Utilize ticket tracking system to document all support incidents.
- Creates and maintains, detailed and complete, Helpdesk documentation
- Reporting of metrics and KPIs for the Helpdesk.
- Identify opportunities for automation, and assist with the development of automation systems to address those opportunities.
- Participation with research, planning, scoping, implementation and ongoing support for projects.
- Participation with maintaining inventory of hardware, software and support assets.
- Capability to self-motivate, work independently and taking ownership of job responsibilities.
- On-point, genuine interpersonal and written communication skills
- Demonstrated Customer Service & Troubleshooting skill-sets
- The ability to balance and prioritize multiple projects and remain calm under pressure.
- Experience working with multi-tiered ticket handling/resolution systems
- Provide tier 1 and tier 2 IT support.
- Enforces IT standards and educate employees about compliance issues.
- Performs other related duties as assigned

Strong background in:

- Microsoft Active Directory
- Active Directory User Management
- Group Policy Management
- NTFS Permissions
- Office 365 and Azura cloud services.
- Office 2010 and above **Required**

Qualifications and Experience:

- Networking experience including a demonstrated understanding of VPN, LAN, WAN, and wireless.
- Demonstrated understanding of switches, routers, and other network hardware along with server virtualization technologies.
- Understanding of Ticketing systems, Spiceworks, landest and Osticket.
- Understanding protocols and services including IPv4, IPv6, TCP/IP, DNS and DHCP

- Understanding of security practices including physical, internet, and wireless security.
- Strong understanding of user authentication, permissions, and encryption
- At least 2 years of documented Helpdesk Team Lead Experience
- Understanding of ITIL
- Supporting Healthcare EHR systems like Nextgen, eclinicalworks, surescripts
- Creating and editing Crystal reports **Preferred**
- Strong Data analytics skills leveraging SQL or python

Education:

- High School Diploma
- At least 4 years of experience within Information Technology **Required**
- At least 2 years of documented Helpdesk Team Lead Experience
- ITIL v3 Foundation certification **Preferred**
- Microsoft Certified Professional **Required**

***Responsibilities and tasks outline in this document are not exhaustive and may change as determined by the needs of the company.**

VALLEY COMMUNITY HEALTHCARE IS AN EQUAL OPPORTUNITY EMPLOYER