

**Opportunity Description**  
**Helpdesk Specialist**

Suburban Health Organization is a physician and hospital network serving central Indiana. We seek a part-time Helpdesk Specialist. The Help Desk Specialist will be responsible for the primary support of the SHO help desk for the company, staff, and guests. The Help Desk Specialist will help with the monitoring and maintenance of SHO systems, including but not limited to the network (LAN, WAN, WLAN), cloud services (including Exchange Online, SharePoint Online, OneDrive, Teams, etc.) laptops, mobile devices, phones, and multi-function copiers and printers. The Help Desk Specialist will also monitor and maintain daily and monthly backups.

**Primary Responsibilities**

- Demonstrate initiative and willingness to help others on a consistent basis
- Professionally represents SHO to the owners, business partners, clients, and customers
- Promotes the mission, vision, and core values of the organization among all employees
- Maintains an effective working relationship with all employees, customers, and owners
- Support decisions and goals/objectives of the department
- Maintain personnel and customer confidence and protect operations by keeping information confidential
- Provide primary support of the help desk, by troubleshooting to isolate and diagnose help desk tickets and reported problems including client desktops, servers, the network, and printers
- Help provide secure computing environment at SHO by ensuring that all systems are up-to-date with security patches, updates and virus definitions
- Maintain SHO backup procedures and ensure successful backups are achieved
- Work closely with Manager of Information Technology to support the initiatives of the IT Department Strategic Plan and IT project-related request tracking
- Create and Maintain IT documentation as appropriate
- Act as a liaison between end users and IS/IT Staff
- Occasional on call may be required.

Qualified candidate will possess:

*Required Skills:*

- Experience with end user support of Office 365
  - Exchange Online
  - SharePoint Online
  - Teams
  - OneDrive
  - Intune MDM
- Windows 10
- Windows Server 2016, 2008R2
- Experience with monitoring of networking equipment

*Preferred Skills:*

- Experience with backup solutions
- Experience with scripting languages (VBscript and PowerShell)
- Helpful knowledge includes; Third-party application administration/support, Internet/Web programming (WordPress)
- Preferred certifications:
  - Microsoft Certified Associate
  - CompTIA A+
  - CompTIA Network+

For more information and to apply online, please visit:

[www.suburbanhealth.com](http://www.suburbanhealth.com)

Please send emails to: [jobs@suburbanhealth.com](mailto:jobs@suburbanhealth.com)