

HELP DESK ANALYST (TIER 1+ or 2)

3 YEARS EXPERIENCE REQUIRED

BlueNovo is a premier national provider of healthcare technology services.

We are currently hiring to fulfill a role at a client in Jamaica, NY. Candidate must be local to the area and be capable of supporting client on site Monday - Friday and on-call for weekends.

We are the trusted partner to the nation's leading hospitals, community healthcare organizations, physician groups & associations, and government health agencies. We help healthcare organizations improve quality, productivity, and competitiveness to meet and exceed their strategic goals.

With a comprehensive suite of advisory services, BlueNovo is uniquely positioned to help make clients successful by driving profound operational and technical changes.

Responsibilities and Duties

- Provide advanced tier (Tier-1+) support for user problems relating to hardware and software issues for local and remote user.
- Manage user requests by utilizing ticketing system to track tickets and provide timely status updates.
- Provide technical support (break-fix and remote) for desktop, laptop, software, printers, VoIP, Video Teleconference display systems, and analog and wireless technologies.
- Familiarity with the Office 365 suite
- Manage Active Directory network, which involves creating and modifying accounts and groups, modifying group memberships, establishing permissions, resetting passwords, and ensuring proper access to network resources such as mailboxes, file shares and printers.
- Perform desktop and laptop imaging including hard drive recovery utilizing the recovery backup process for data retention.
- Troubleshoot and resolve Virtual Private Network (VPN)/SSL, RDP connectivity issues for remote users.
- Inspect employee equipment and software periodically for adequate functionality including patches and updates
- Complete on a timely-basis employee activations and deactivations and document the changes
- Assist with on-boarding of all new users, including PC setup and deployment for new employees using standard hardware, images and software
- Strict adherence to defined Helpdesk policies and procedures and the ability to identify missing processes, draft and submit to management when necessary

- Route and escalate non-Tier 1+ issues to respective responsible parties, conduct periodic follow-up and maintain resolution status
- Provide helpdesk support and resolve problems to the end user's satisfaction
- Monitor and respond quickly and effectively to requests received through the IT helpdesk
- Maintain agreed upon quarterly satisfaction rating
- Utilize and maintain the helpdesk tracking software for all issue reported to the helpdesk, regardless of reporting mechanism.
- Log, track, document and resolve incoming requests using the help desk software solution
- Maintain detailed and accurate call/ticket logs/reports and trouble tickets within helpdesk software and ensure accuracy of ticketing daily
- Maintain agreed upon response rate, and first call resolution rate
- Participate in "off-hours", weekend and on-call support on a rotation basis
- Ability to travel between proximate primary and satellite client sites, as needed (car necessary)
- Other duties as assigned

SKILLS AND ABILITIES:

Excellent oral and written communication skills

Excellent customer service skills

Excellent process documentation skills

Microsoft Networking (Printer Management, File Share management, Active Directory, IIS, IE, DHCP, DNS)

- Office 365
- LAN/WAN/VPN
- Microsoft windows OS (various)
- Phone System and PBX (Avaya preferred)
- Microsoft Office
- Strong computer skills
- Knowledge of privacy regulations and ability to maintain patient privacy in daily role
- Ability to work independently in a timely, organized, methodical manner
- Task oriented

EDUCATION AND/OR EXPERIENCE: (preferred)

A+, Net+, MCP, CCNA, CCNP, EHR

COVID-19 precautions

- Remote interview process
- Personal protective equipment provided or required
- Virtual meetings

Salary is commensurate with experience.

Please email resume to Emily.Rosenblatt@bluenovo.com