

Job Title:	Technology Support Specialist	Reports To:	Director of IT Infrastructure
Location:		Travel Required:	
Level/Salary Range:	DOE	Position Type:	FT
HR Contact:	Claudria Hurt	Date Posted:	4/4/2022
External Posting URL:			

Applications Accepted By:

Email: careers@alliancechicago.org or Fax: 312.274.0069

Subject Line: **Technology Support Specialist**

Job Description:

Position Overview:

The Technology Support Specialist (TSS) position will serve as a member of the IT team focused on providing level I and II support to internal AllianceChicago team members. The TSS will also be responsible for maintaining the Corporate IT asset inventory, PC/Laptop backups and Corporate IT functions related to new user onboarding and terminations.

Essential Duties:

- Day-to-day IT support of corporate users utilizing ServiceNow ticketing system.
- Expedient prioritization, tracking and resolution of incidents and requests.
- Timely response to support requests during scheduled working hours.
- Quoting, ordering and configuration Corporate IT equipment as needed.
- Maintenance of the Corporate IT Asset inventory.
- Orientation of new employees to Corporate IT systems and applications.
- User onboarding and termination processing related to Corporate IT functions.
- Creation and maintenance of procedural documentation related to TSS functions.
- System and application troubleshooting
- Individual and group IT training and coaching opportunities as needed.
- Participation in corporate and team meetings as required.
- Completion of Corporate IT projects tasks as assigned.
- Strict adherence to change management procedures and documentation
- Participate, if needed, in the level-3 rotating on-call for after-hours emergency escalation customer support services

Other Requirements:

- Technical background in supporting PC/Laptop hardware and software.
- Technical background working with Microsoft Active Directory and Office 365 (SharePoint, Exchange, Teams, etc.)
- Working knowledge of wireless networking, video conferencing, backup/restore processes and anti-virus software.
- Detail oriented; Highly organized
- Ability to prioritize and manage expectations
- Ability to quickly grasp new technology concepts
- Define and meet achievable project timelines, deliverables and milestones
- Must possess strong analytical and problem-solving skills
- Must be adept in written and verbal communication with customer service proficiency in a variety of mediums (telephone, email) and ability to interact at various organizational levels
- Ability to work with minimal supervision and maximum accountability

Education/Training/Expertise:

- Bachelor's Degree in related field or equivalent work experience

Experience/Years:

- 2-3 plus years of progressive IT experience
- 1-2 plus years of experience managing Microsoft Office 365
- Experience with supporting business applications used by internal teams
- Experience with utilizing desktop and wireless LAN technologies

Working Conditions:

- General office setting, extensive telephone and desk work at computer terminal
- Ad hoc availability during scheduled working hours for timely response to emergent user support needs via face-to-face or telecommunications mechanism.
- May be required to lift, carry, bend, reach and stand with parcels up to 25 lbs.
- Will work in a close multidisciplinary team environment

ORGANIZATIONAL OVERVIEW:

Founded by four partner Community Health Centers in 1997, AllianceChicago's three core areas of focus are Health Care Collaboration, Health Information Technology, and Health Research & Education. AllianceChicago supports the use of HIT to improve quality, efficiency, and access to services in a national network of community Safety Net health care organizations. The mission of AllianceChicago is to improve personal, community, and public health through innovative collaboration.

ADA Statement: The Americans with Disabilities Act prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, state and local government services, public accommodations, commercial facilities, and transportation. It also mandates the establishment of TDD/telephone relay services.

EEO Statement: AllianceChicago believes that all applicants and employees are entitled to equal employment opportunities and maintains a policy of non-discrimination with respect to religion, color, sex, sexual orientation, national origin, age, veteran status, marital status, physical or mental disability, or any other legally protected class in accordance with applicable law, except where a bona fide occupational qualification exists. AllianceChicago will comply with all phases of employment including, but not limited to, hiring practices, transfers, promotions, benefits, discipline, and discharge.

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by employees assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel as qualified.