

MEDICOM HEALTH
JOB TITLE: IT Operations Specialist

Reports To: Technical Operations Manager

Exempt
November 2018

Summary:

This position is primarily responsible for providing day-to-day IT support, assisting departments with using technology to improve processes and automate repeatable tasks, assisting with implementing the Medicom Health Security Program, and providing support for Medicom business applications.

Job Duties and Responsibilities:

IT Support

- Provides day-to-day IT support for all company employees
- Provides system administration support for all internal IT systems that support day-to-day operations (this includes both Windows and Ubuntu servers)
- Manages our IT Operations ticket system. Responds or escalates IT requests, security events, operational event notifications, abuse notifications, and other types of automated notifications

IT Administration

- Works with managers from departments throughout the organization to improve the utilization of technology in an efficient and effective manner
- Manages vendor relationships
- Makes technology purchases for hardware, software, and cloud services
- Oversees management of inventory of equipment
- Evaluates new technologies and makes recommendations to company management
- Administers all network infrastructure needed for office operations including routers, switches, wireless access points, and site-to-site VPNs
- Administers all VoIP infrastructure and configuration for a cloud-based phone solution
- Executes technical operations procedures

Security and Training

- Provides security training to employees on a routine basis
- Participates in company security risk assessments and assists with completing client security audits

Business Application Development

- Provides day-to-day support for internal business applications
- Develops and maintains custom Salesforce software components and reports
- Designs and implements business systems, processes, and procedures

Required Qualifications and Skills:

- Bachelor's degree (B.S.) from four-year college or university.
- 2-4 years of IT support experience on Mac, Windows, iOS, and Android devices
- 1-2 years of system administration experience with Linux and Windows
- Solid understanding of the network protocol stack (HTTP, DNS, TCP, IP, etc.)
- Able to master new processes and techniques quickly
- Able to clearly communicate and explain complex technical concepts to others
- Highly organized and methodical

Preferred Qualifications and Skills:

- 1-2 years of Salesforce development experience
- 1-2 years of experience administering cloud servers
- 1-2 years of software development experience

This is a full-time direct-hire position.

Please submit a resume, cover letter, and salary requirements to careers@medicomhealth.com.

No recruiters, staffing agencies, or contractors please.

We are an Equal Opportunity Employer.