



Job Posting

Medical IT Helpdesk

Community Physicians Group is an independent primary care group that is family oriented and patient focused with locations in AR and OK. Benefits include:

- Holiday Pay
- Bereavement Leave
- Jury Duty Leave
- Paid Time Off
- Paid Birthday
- FMLA
- Medical, Dental, Vision, Life, Disability, Accidental, Cancer, and Medical Bridge Insurance
- 401K
- Profit Sharing

Primary Responsibilities:

- Resolving user related technical software and hardware problems
- Helpdesk ticket triage and diagnosis
- Planning and deployment of software and patches to end user systems
- Reporting and inventory of end user systems and occasionally servers
- Submitting recommendations to improve IT and end user efficiency
- Maintaining and updating system files, file shares and print server
- Assist IT Supervisor in creating and maintaining documentation and training for end user systems and workflows
- Performing other related duties and responsibilities as assigned/required
- Low-level network and server troubleshooting in the absence of IT Supervisor

Minimum Qualifications:

- 3+ years of IT work experience or college diploma/university degree in Computer Science
- 2+ Years working in an IT Help Desk Role
- Experience with troubleshooting and diagnosing Windows 7-10
- Familiarity with remote monitoring and management software
- Working knowledge of Active Directory
- Experience with troubleshooting basic level networking issues
- Ability to work some overtime and occasionally after hours

Preferred Qualifications:

- 3+ years helpdesk experience with healthcare IT and EMR support
- 1+ years of network and or server troubleshooting
- Familiarity with VB and scripting
- Familiarity with eClinicalWorks EMR
- Familiarity with Shoretel and Toshiba telephone systems

Bonus level:

CCNA, MCP, etc.

Experience with Aerohive wireless and switching

Travel:

Frequent travel to remote office sites will be required. Amount of travel will be determined by severity of user issues and projects.

Shift:

First shift. Some overtime and after hours will occur.

Interested applicants MUST apply online at www.cpgclinics.com under CAREERS.

Contact: Chris Mason at (479) 373-1578 or cmason@cpclinics.com 12-19-2018