



POSITION: Helpdesk Support  
DEPARTMENT: IT  
REPORTING MANAGER: IT Manager  
Exempt      x Non-exempt

**JOB RESPONSIBILITY SUMMARY:**

To serve as first point of contact for internal (but not limited to) employees seeking technical assistance and determining the best solution for the issue at hand. Will be responsible for keeping documentation up to date and completing daily tickets within helpdesk software. Needs to be self-motivated and have basic knowledge of computer networking and software applications in a business network environment. Needs to have the skills to research issues\projects and help maintain the network.

**ESSENTIAL FUNCTIONS:**

- Manage Helpdesk requests
- Setup new users and equipment
- Reload workstations or setup new ones and install required software
- Repair computers and help maintain updates
- Research and manage common issues
- Moving computers and monitors

**ESSENTIAL SKILLS AND EXPERIENCE:**

- One (1) year applicable experience or education
- Has good communication skills
- Understands HIPAA Compliancy and understands PHI
- Able to comprehend Client\Server infrastructure
- Good organizational skills
- Understanding of general business and health care systems
- Ability to define problems, collect data, establish facts, and draw valid conclusions

Qualified candidates should send a cover letter, resume and salary expectations to [careers@customdesignbenefits.com](mailto:careers@customdesignbenefits.com).