

# Job Description

**TITLE:** IT Support Specialist

**DATE:** May 2025

**CLASSIFICATION:** Non-Exempt

**DEPARTMENT:** Information Technology

## **SUMMARY:**

The Information Technology Support Specialist is the first point of contact and the face of IT for Georgia Hospital Association (GHA). This position requires interfacing directly with internal stakeholders to understand their needs, to troubleshoot, and to ensure we are maximizing efficiency and capitalizing on the full features and benefits of all GHA IT systems and services. This position requires working collaboratively and cohesively in a team environment. This role will provide operations support, user support, and limited IT training. This is a hybrid cloud environment with little onsite infrastructure. Most IT support will be cloud-based with SaaS products.

## **ESSENTIAL FUNCTIONS:**

1. Maintains IT ticketing system including answering, monitoring, and routing all support tickets.
2. Assumes responsibility for supporting the full lifecycle of all computers, printers, and mobile devices.
3. Responsible for the computer desktop experience as well as software deployments, software updates, and software removal when applicable.
4. Support Audio/Video and teleconferencing services.
5. Create, manage, and audit all training documentation and user guides.
6. Maintain IT stockroom, govern inventory, and keep current IT asset register.
7. Participate in all mandatory meetings.
8. Provide basic education for new Employees (IT Orientation).
9. Work with the business to facilitate how new business needs can be translated into solutions and processes in CRM or other enterprise software systems.
10. Responsible for compiling, analyzing and assisting with implementing configurations in CRM. (e.g. fields, forms, views, workflows, import maps, report wizard and queries etc.)
11. Assist with support and training of CRM and other enterprise software systems. Assist with support tickets and manage support documentation.
12. Other tasks as assigned by supervisor.

## **EDUCATION:**

Position requires an AA/AS degree in computer related field plus two years relevant experience; a BA/BS degree in computer science or related discipline; or the combination of education and experience that enables performance of all aspects of the position.

## **Certifications, Licenses Required:**

Some Technology certifications are preferred for this position, but not required. The list below is representative of desired certifications. Relevant certifications may be substituted for those on the list.

Microsoft: Microsoft Certified: Azure Fundamentals, Microsoft 365 Certified: Fundamentals, Microsoft Certified: Security, Compliance, and Identity Fundamentals, Microsoft Certified: Power Platform Fundamentals, Microsoft Certified: Dynamics 365 Fundamentals, or Microsoft Certified Solutions Professional (MCSP).

CompTIA: Fundamentals+, A+, Server+, Network+, or Cloud+

**EXPERIENCE:**

The candidate must have a minimum of 2 years' experience working in an IT organization supporting multiple users within a networked environment. Particular experience in Microsoft technologies in a healthcare environment is preferred.

**KNOWLEDGE & SKILLS:**

1. Experience with Microsoft M365 Suite (Word, Excel, Access, PowerPoint, Project, OneDrive, OneNote, Outlook, Teams, SharePoint, InTune)
2. Proficient experience with Microsoft Windows 11 & iOS 15+.
3. Familiarity with 3<sup>rd</sup> party business tools. (Adobe, Zoom, BOX)
4. Solid understanding of Internet, Intranet, desktop firewall, email, mobile device management.
5. General knowledge of networked environments.
6. Ability to identify key issue(s) and resolve and/or escalate to higher level.
7. Ability to utilize good judgment, demonstrate patience, and maintain a professional demeanor.
8. Customer-oriented with a "take ownership approach".
9. Ability to create and/or follow standard procedures and detailed instructions.
10. Advanced communications skills and the ability to handle multiple deadlines.
11. Detail oriented, organized, and the ability to prioritize multiple tasks effectively.
12. Proficiency with remote, telework technology.

**WORKING ENVIRONMENT:**

- Fast-paced work which requires standing, walking, bending, lifting throughout the workday.
- Must be able to stand, stoop, lift up to 50 pounds, and push and pull items.
- Must be able to sit for long periods when necessary.
- A substantial amount of time may be spent in the office requiring the ability to concentrate in noisy environments.
- Work requires visual acuity to use computer and to verify accuracy of written material.

*Equal opportunity employer as to all protected groups, including protected veterans and individuals with disabilities.*

**DISCLAIMER:**

This job description indicates the general nature and level of work expected of the incumbent. It is designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. This is an on-site role, though a hybrid schedule may be possible. Incumbent may be asked to perform other duties as required.