

## **Position Description:**

**Renaissance Behavioral Health Systems**, a comprehensive mental health center and Joint Commission accredited organization is looking for an **IT Support Technician** to work at our corporate headquarters in Jacksonville, FL.

The IT Support Technician provides hardware and software support (including maintenance, configuration, testing and troubleshooting) for RBHS/MHRC mobile devices and PCs including laptops and related equipment such as printers and monitors. Provides quick response and resolution to problems received via the IT hotline. Participates in the development of PC set-up, configuration and application standards. Participates with IT vendors and other IT staff in the maintenance of and changes to the RBHS/MHRC network. Maintains equipment inventories, updates maintenance and support records and produces related status reports.

The IT Support Technician duties include but are not limited to:

- Sets up new PCs, workstations and related equipment and software and repairs and upgrades existing PCs and related equipment.
- Sets up new mobile devices and related equipment.
- Resolves user problems as reported via the IT Hotline calls during normal business hours. As scheduled by IT management, receives and resolves IT Hotline calls on nights, weekends and holidays.
- Maintains RBHS/MHRC PCs and related equipment including asset controls.
- Analyzes logs such as Internet activity logs, network activity logs, backup logs, etc. as assigned by management, reporting issues or problems to managers or higher level IT staff as appropriate.
- Provides input into purchasing decisions or technical standards and procedures that are developed within the IT Department.
- Provides basic PC training to users as required.
- Maintains the MHRC Florida Web Site including weekly job postings.

## **Position Requirements:**

In order to be considered candidates must have either a High School diploma or equivalent **and** two years' of progressive work as a computer technician in a networked environment required.

Two year college degree in Computer Technology preferred.

Must have strong communication skills that ensure user issues and frustrations are handled in an appropriate and professional manner.

Proficiency in Microsoft Office Programs, Outlook and use of the Internet required.

Candidates must demonstrate knowledge of computer hardware, basic understanding of software and operating systems, basic knowledge of computer network technology, and the ability to systematically analyze computer equipment malfunctions and initiate repairs.

Must meet Frequent Drivers requirements, including a valid Florida driver's license, no more than eight points on their license for any combination of violations, and insurance coverage equal to or exceeding 50,000/100,000/50,000 split limits.

**Position Details:**

Full Time Shift: Monday through Friday (rotates on-call after hours, weekends and holidays)

***Full time positions offer a comprehensive benefits package.***