



IT and Security Systems Support

SUMMARY:

A single point of contact for providing end-user support within the agency's computing environment. This includes receiving, prioritizing, researching, documenting and resolving end-user support requests and issues. Responsible for setup, configuration, diagnostics, repairs, maintenance, updates, and upgrades of computers and peripherals. This position will also be responsible for maintaining, analyzing troubleshooting and repairs of the Agency's security systems.

QUALIFICATIONS:

1. Possession of Bachelor's Degree in a Computer related field or equivalent knowledge and work experience.
2. Three years experience in IT support required. Experience with key card security systems and/or help desk preferred.
3. A+ certification preferred.
4. Ability to write reports and correspondence, and effectively present information and respond to questions from groups or Board members, managers, consumers, and the general public.
5. Must be able to perform multiple projects at one time and be accountable for continued progress; meet rigid deadlines and perform quality work in an efficient and meaningful manner; and work cooperatively with Agency staff, consumers and the general public.
6. Appointment is subject to criminal background check and negative urine drug screen.
7. Must be at least 18 years of age and possess a valid driver's license.

SALARY:

Non-Exempt | Non-Union | \$40,083.73 - \$55,485.26

WORK HOURS:

Full Time | Regular | 40 Hours a Week

PRIMARY LOCATION:

Sault Sainte Marie, MI

HOW TO APPLY:

At: hbhcmh.org/careers/
or **Email:** mmarble@hbhcmh.org
or **Fax:** (906) 635-3760

DEADLINE:

Open Until Filled