



Position Title: Desktop Administrator
Reports To: Vice President, Information Systems
Division: Shared Services
Department: Information Systems
Classification: Exempt
Revision Date: February 22, 2019

Position Summary:

Equality Health is an Arizona-based population healthcare company focused on improving care delivery for underserved populations through culturally-sensitive programs that improve access, quality, and patient trust. Our mission is to ensure diverse populations receive quality healthcare that improves and enriches their lives. We have developed our product portfolio around centralized technology, services and network designs intended to organize a better healthcare delivery system for cultures that have struggled with integrating into the traditional one-size-fits-all U.S. healthcare system.

The Desktop Administrator is responsible for providing excellent and courteous technology support and maintenance within the desktop computing environment for all Equality Health employees.

Responsibilities:

- Install, maintain, and upgrade workstation hardware and software to ensure optimal performance
- Work to ensure workstations' technical compliance standards
- Participate in related trainings as needed to maintain and upgrade skill set
- Troubleshoot desktop computing technical issues in person, by telephone, or through digital communication in a timely, accurate, and considerate manner
- Willingness to work flexible hours when required

Required Knowledge, Education & Experience:

- Associate's degree is preferred; or, an equivalent combination of education and/or experience
- Minimum two (2) years of experience with MAC administration or as an Apple Certified Support Professional
- Demonstrated familiarity and understanding of helpdesk support and troubleshooting for Apple MAC computers and networks
- Demonstrated experience with Microsoft Windows and Office, both hardware and software troubleshooting

Highly Preferred Skills, Abilities & Qualifications:

- Knowledge working with Mobile Device Management (MDM)
- Superior customer service skills
- Able to problem solve and work with users to find the best solution
- Strong organization, asset management and documentation skills
- Able to work independently and professionally in a fast-paced environment