



IT Support Assistant (Suffolk County, NY)

Responsibilities

The IT Support Assistant assists the IT Department with the following:

- Assist IT Systems Administrator in providing technical support of software, hardware, and networking for users located in multiple locations.
- Log all support requests into the Help Desk to document, track, and monitor problem resolution in a timely fashion. Follow problem tickets through from incident inception to completion.
- Assign, terminate, and update usernames and passwords for network access, email and employee website access and for other tasks upon new hire or termination to ensure the security of network.
- Setup new hardware including desktops, laptops, iPads, and iPhones.
- Act as lead administrator for the maintenance care database: troubleshoot issues with users; act as liaison with database representative; disseminate information about new features.
- In the absence of the IT Systems Administrator, independently troubleshoot and provide technical support to users.
- Ensure daily system backups are completed according to written policy.
- Provide backup support to Technical Support Assistant for the agency telephone system, set up new phones and features, act as agency liaison with telephone servicing company; interact with agency staff to disseminate information about telephone features and answer telephone related questions.
- Must be available to work and travel to other offices and CR locations and may require up to one day a week in one of the satellite offices located in Amityville and Hempstead.
- Any other relevant tasks as assigned.

Qualifications and Requirements

- Associate's degree. Bachelor's degree preferred.
- At least one year of experience providing technical support.
- Experience in a healthcare setting is preferred.

Work Schedule

Monday – Friday: 8:00 AM – 4:00 PM

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E-mail your resume to: jobs@optionscl.org

For more information, call **(631) 361-9020 ext. 1105**

Benefits

Full-time Employees are eligible for:

- Medical, Vision and Dental Insurance
- Tuition Assistance
- Flexible Spending Account
- 403(b) retirement plan with employer match
- Long Term Disability
- Short Term Disability
- Supplemental Specified Illness Coverage
- Supplemental Hospitalization Coverage
- Life Insurance
- 4 Personal Days, 10-22 Vacation Days, 8 Sick Days, 10 Paid Holidays-yearly

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