



tandem health

JOB POSTING

Desktop Support Analyst

Job Summary:

The Desktop Support Analyst will provide exceptional technical support to end users on various hardware, software and cloud platforms. The DSA is responsible for responding to, documenting and resolving service tickets in a timely manner. This individual must have excellent problem-solving skills and be a quick learner with a strong understanding of IT concepts and emerging technologies with a focus on customer service. The Desktop Support Analyst is the first line of defense for Tandem Health end users experiencing IT related issues.

Duties and Responsibilities:

- Cultivates and maintains a positive working relationship with stakeholders across the organization.
- Supports, maintains, analyzes, and repairs multiple platforms, including but not limited to desktops, laptops, tablets, printers, mobile devices, and videoconferencing equipment.
- Supports Local Area Network (LAN) from both a hardware and software perspective.
- Responds to tickets, troubleshoots and resolves problems in a timely manner and escalating issues when necessary.
- Ensures system compliance with Tandem Health IT protocols and policies.
- Sets up and configures new systems, new applications, and upgrades.
- Manages user account information, permissions and rights, including groups.
- Coordinates and implements security measures.
- Provides technical expertise and training in Windows based computing environments to new end users.
- Performs asset inventories and maintain records.
- Engages users to drive platform adoption and familiarity.
- Trains users and drafts tutorials, knowledge-based articles, and other documentation.
- Patches systems and performs testing to ensure software compatibility.
- Conducts research tasks in support of user needs and requests.

Qualifications:

- 2-5 years of hands-on experience working in a customer focused end-user desktop support role or computer operations environment required.
- Associate's degree in Computer Science, Computer Technology or related field desired.
- Experience with Microsoft Office 365 and related services.
- Thorough knowledge of the Windows desktops and Windows based networking environment.
- Detailed knowledge of desktop applications (Word, Excel, PowerPoint, and Outlook).
- Knowledge of VPN and firewall applications.
- Practical experience supporting PC hardware and software.



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- Strong troubleshooting skills.
- Effective work prioritization and time management skills.
- Excellent customer service skills and professional attitude.
- Ability to work independently and follow directions appropriately.
- Excellent oral and written communication skills.
- Willingness and ability to work flexible hours as required.
- High capacity for learning new technologies.
- Ongoing personal development training.

Work Environment Category:

Very busy atmosphere. Highly stressful when dealing with individual personalities of co-workers, patients, and other business-related phone calls. Potential for rare exposure of blood-borne diseases (Category II). Potential for rare exposure to chemical hazards (Category B).

Physical Requirements:

Considerable standing, walking, sitting, reaching stooping, bending, kneeling and crouching. Carrying and climbing ladders to access network wires. Lifts supplies/equipment up to 30lbs frequently and/or up to 40 lbs occasionally. Must have sufficient visual acuity to work with computers and other business equipment. Must be able to communicate effectively both orally and in writing. Must possess the ability to utilize good, sound judgment and work under stress in a busy environment.

How to Apply:

If you are interested in applying, please download and print an application from our website: www.tandemhealthsc.org. Return your completed application to:

Tandem Health
Attn: Human Resources
550 S. Pike West
Sumter, SC 29150