



IT Specialist – Part-time

SUMMARY:

The IT Specialist is Waimanalo Health Center's tier one Help Desk support. This position provides fast and useful technical assistance, answers queries on basic technical issues, and offers advice to solve them. The IT Specialist must have good technical knowledge and be able to communicate that knowledge effectively. They must be able to understand the user's problem, resolve it, and explain the solution. They must be customer-oriented, responsive, exercise patience, and use a minimum amount of jargon in dealing with non-technical staff.

QUALIFICATIONS

- High school graduate or GED.
- Proven experience as a help desk technician or other customer support role
- Tech savvy with working knowledge of office automation products
- Good understanding of computer systems, mobile devices, and other tech products
- Ability to diagnose and resolve basic technical issues
- Excellent communication skills
- Customer-oriented and cool-tempered
- Self-motivated

CERTIFICATES, LICENSES, REGISTRATIONS

CompTIA A+ or equivalent preferred, but not required