

HELP DESK TECHNICIAN I

Only open to candidates residing in California	Opportunity to make a difference in your community	Position not eligible for sponsorship
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The Health Plan of San Mateo (HPSM), a managed care health plan, seeks a full time Help Desk Technician I to respond to Help Desk requests and provide technical support to both internal and remote users as well as external trading partners.

Position overview

- Monitor and prioritize incoming tickets, incidents, and service requests.
- Recognize, research, isolate and resolve user problems.
- Serve as the first point of contact for technical assistance.
- Escalate complex issues to Tier 2 support.
- Coordinate referral to the appropriate technical professional or service personnel for appropriate services.
- When appropriate, train users regarding equipment and/or software with proper follow-up as required
- Install/setup and maintain all hardware and peripheral components such as personal computers, monitors, keyboards, phones, printers, etc.
- Maintain network security, including adding/deleting users, modifying user network security, and providing user support.
- Work on assigned projects to provide deliverables on time.
- Serve as backup to other Help Desk staff.
- Keeps current with technology trends.
- Perform other duties as assigned

Requirements

These are the qualifications typically needed to succeed in this position. However, you don't need to meet every requirement to apply.

Education and experience

- High School diploma or GED equivalent.
- Minimum of three (3) years working in a technical (help desk) support environment.

Knowledge of:

- Phone system administration (Avaya Preferred).
- Personal computers and proficiency in Microsoft Office Suite applications, including Outlook, Word, Excel, Access and PowerPoint.
- Microsoft Windows 7/10, Microsoft Office 365, Endpoint Protection and Security Applications, Common business applications, such as Adobe Acrobat, Anti-Virus, Winzip, and Internet browsers (IE, Firefox and Chrome).
- Network Client Connectivity Troubleshooting
- Device Support (printers/scanners/smart phones/tablets/laptops).
- Familiar with Windows 10 Deployment with Bitlocker Device Encryption.
- Working knowledge of Active Directory, DHCP, DNS, TCP/IP, VPN, FTP, 2FA, MDM.

Ability to:

- Work independently and cooperatively with others.
- Work as part of a team and support team decisions.
- Communicate effectively, both verbally and in writing.
- Adapt to changes in requirements/priorities for daily and specialized tasks.
- Effectively communicate, both verbally and in writing, with vendor's software support staff, HPSM staff and HPSM Management team.
- Prioritize work and meet deadlines.
- Establish and maintain effective working relationships with internal and external contacts and meet customer service standards and service level agreements.
- Work on weekends or outside business hours as needed.

Salary and benefits

The starting salary range depends on the candidate's work experience.

Excellent benefits package includes:

- HPSM-paid premiums for employee's medical, dental and vision coverage (employee pays 10% of each dependent's premiums)
- Fully paid life, AD&D and LTD insurance
- Retirement plan (HPSM contributes equivalent of 10% of annual compensation)
- 13 paid holidays a year, 12 paid sick days a year and paid vacation starting at 16 days a year
- Tuition reimbursement plan
- Employee wellness program

To apply, submit a resume to careers@hpsm.org.

Health Plan of San Mateo (HPSM) is a local County-funded nonprofit manages the health care for over 140,000 low-income people San Mateo County, including all its Medi-Cal eligible residents. HPSM is proud to be an Equal Opportunity Employer and an affirmative action employer. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status.