



DEPARTMENT OF LABOR

RECRUITMENT



PART OF THE SHEPPARD PRATT HEALTH SYSTEM:



IT SERVICES TECHNICIAN III

<https://www.sheppardpratt.org/careers/>

POSITION SUMMARY:

As an IT Services Technician III, you are responsible for supporting the delivery of excellent customer support and issue resolution services to end-users across the Sheppard Pratt Health System (SPHS).

QUALIFICATIONS:

Requires a Degree in Information Systems or Technical certification.

Must have a minimum of 4 years' experience in providing technical customer support and training in IT technologies (e.g., Internet, PCs, LANs), and 4 years of experience working with MS Windows, PCs, and LAN Support. Some experience with Office 365 applications and system administration. Working knowledge of VOIP phone systems. Must have knowledge of LAN, WAN and Wireless Technologies. Working knowledge of Microsoft Excel. Understanding of network infrastructure devices (Cisco, HP, etc.) such as routers, firewalls, switches and wireless controllers. Must possess proficient knowledge in word processing, creating spreadsheets, database management, communications, and other software. Experience with process improvement and inventory control. Advanced time management and analytical skills.

