



**Codman Square**  
Health Center

## ***Desktop Support***

### **Position Summary**

Under the supervision of DotWell's Manager of Network Operations, the Desktop Support Technician will perform a wide range of duties for the I.S. Department. The Desktop Support Technician will ensure consistently high levels of customer satisfaction by supporting end users in-person, over the phone, by email, and via our help desk ticketing system. This includes the responsibility of the proper and timely identification, prioritization, and resolution of end-user requests.

### **Responsibilities:**

- Diagnose and troubleshoot hardware and software issues in a primarily Windows environment.
- Provide basic server (Windows and Linux) and networking (wired and wireless) support, diagnose problems, and escalate as necessary to senior support staff.
- Support a Cisco VoIP phone system, including moves, adds, and changes.
- Provide support for other office equipment, including networked printers and copiers.
- Install and move computer, networking, telephone, and related office equipment.
- Respond to requests for assistance in-person, over the phone, via email, ticketing system, SMS, and BBM. Manage the processing of these support requests to ensure they are handled in a timely manner, and with the utmost courtesy.
- Log all support requests in our help desk system, keep the help desk database up-to-date, and notify the end-user of updates.
- Maintain an accurate inventory of hardware, software, and licenses.
- Maintain and develop necessary technical and non-technical skills; identifies learning needs and goals, and designs (on then executes on) a plan to meet these goals.
- Coordinate with external vendors for infrastructure maintenance and development.
- Assist with additional office duties as needed.

### **Requirements:**

- Strong interpersonal, verbal, and written communication skills.
- Excellent customer service skills
- Quick learner, with effective problem solving skills, able to find solutions to new and complex issues.
- Detail oriented, organized, and able to keep track of multiple projects and issues.
- At least two years providing desktop support, both in-person and over the phone.
- Experience in phone system troubleshooting and support
- Experience with the Microsoft Office environment.

- Basic understanding of TCP/IP networking and troubleshooting.
- Familiarity with Active Directory user and computer management.
- Experience working in a team-oriented, collaborative environment.
- Experience working with external vendors.
- Good working knowledge of common office equipment, such as printers, fax machines, and projectors.
- Capable of lifting at least 50 pounds.

**Desirable:**

- CompTIA A+/Network+, Microsoft, and Cisco certifications
- BA/BS in Computer Science or related discipline
- Experience with health care systems such as GE Centricity Practice Solution (CPS), or other EMR systems.

**To apply, send cover letter and resume to:**

**Mailing:** Information Systems, Dotwell

1452 Dorchester Avenue

Dorchester, MA 02122

**Email:** [dotwell.jobs@dotwell.org](mailto:dotwell.jobs@dotwell.org)

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*Codman serves a diverse population. Applicants who have a multicultural background and/or bilingual are encouraged to apply. We offer a generous benefits package including:*

- *A retirement employee-funded 403(b) plan*
- *Competitive Medical, and Dental*
- *Employer-paid Life, Accidental Death & Dismemberment and Long-Term Disability Insurance*
- *Generous Vacation, Holiday, Personal and Sick Time Benefits*
- *Flexible Spending Reimbursement Accounts (Health and Dependent Care)*
- *Educational Assistance and tuition reimbursement Programs*
- *Commuter Benefits*
- *Other benefits and perks!*

**To Apply:** Send resume and cover letter to [dotwell.jobs@dotwell.org](mailto:dotwell.jobs@dotwell.org) **Job Code:** DSupp/Web

***Dotwell is an Equal Opportunity Employer, M/F/D/V encouraged to apply***