



Fair Haven Community Health Center  
374 Grand Avenue  
New Haven, Connecticut 06513  
(203) 777-7411 · www.fhchc.org

### **Outstanding Information Technology Opportunity**

General IT troubleshooting & help desk support for Fair Haven information IT systems. For over 40 years, FHCHC has been a leader in health care in Connecticut and is focused on providing excellent, affordable primary care to all patients, regardless of insurance status or ability to pay. FHCHC is proud to have a diverse and motivated team of professionals who are constantly seeking ways to enhance and improve the health and well-being of all patients.

### **Job Description**

**Job Title:** Information Technology Technician

**Reports To:** Director of Information Technology

**Job Purpose:** General I.T. troubleshooting & help desk support for Fair Haven Community Health Centers information systems.

#### **Duties and Responsibilities:**

- Perform installation, upgrade and maintenance of computers, monitors, printers and related equipment.
- Provide Windows network and e-mail support
- Maintain a log of IT-related activities & requests
- Set up & maintain various software's
- Backup and maintain server data
- Administer all types of servers including file servers, application servers, print servers, etc.
- Provide day-to-day support activities including problem resolution, system monitoring, hardware/software maintenance, capacity management, while enforcing IT policies
- Assume responsibility for active directory services administration, systems administration, patch management, group policy administration and all aspects thereof
- Ensure information security and assurance policies, principles, and practices are an integral element of the operating environment and are adhered to
- Managing and maintaining Cisco Layer 2/3 switches
- Possesses a pleasant manner and professional attitude
- Performs other necessary activities as assigned-get this sentence from HR
- Installation of audio/visual equipment
- Proficiency in cell phone, video conferencing, inter/intra-net, SharePoint, microsoft Office Suite, PC/Apple products



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## **Qualifications and Skills:**

### Knowledge

- Strong knowledge of PC hardware and related concepts
- Strong knowledge of Microsoft client operating systems including Windows 7, 8, 10
- Strong knowledge of email concepts and client software, including Microsoft Outlook.
- Strong knowledge of MS Office and other various Windows applications.
- Strong knowledge of file sharing and printing, workgroup vs. domain-based networks, backup software
- Knowledge of Active Directory, Office 365
- Knowledge of networking concepts and devices, routers, switches, cabling, esp. pertaining to small and mid-size business environments
- Familiarity with combating various malware issues
- Familiarity with mobile devices, iOS and Android
- Proven analytical problem solving skills, ability to proactively anticipate customer & technical needs
- Drive and initiate processes, working alone, capable of setting and managing changes
- Ability to work beyond day-to-day tasks and implement changes
- Strong customer service skills
- Strong problem solving skills
- Good communication skills

### Technical Qualifications

- Associate Degree in Information Technology or equivalent (A+, Net+, Security+, MCP certifications) required
- 2 to 3 years of job experience required
- Oral and written proficiency in English
- Health Information Technology experience preferred