



## **IT Field Support Technician (Full Time)**

### **Description:**

Primary responsibilities of this position are: Keep computers, phones & networks operating efficiently across four remote locations within three counties. To support staff by quickly arriving, diagnosing and resolving hardware, software, and network issues in a friendly, professional, accurate, and time-efficient manner. Ensure that set procedures are implemented and enforced with our computing standards.

- Demonstrate high self-discipline in the areas of prioritization, project & task documentation, organization, communication, being proactive, & time management.
- Deploy, inventory, troubleshoot and maintain computer, phone & specialty hardware, computer software, printers, and network components.
- Field incoming service desk requests in a prompt and courteous manner documenting all pertinent end-user information while building a positive rapport and eliciting problem details from help desk customers.
- Evaluate documented resolutions, analyze trends for ways to prevent future problems and write-up new documentation for problem-solving when needed.
- Ability to access software updates, drivers, knowledge bases, other resources to aid in troubleshooting, problem resolution, and post-resolution quality checks.
- Perform hands-on “fixes” at the desktop level, including, but not limited to installing and upgrading software, installing hardware, implementing file backups, configuring systems and applications, and ensuring preventive maintenance on all devices and peripherals.
- Fully exhaust all possible solutions to a problem before escalating it to department leads or supervisors.
- In addition, the employee is responsible for other duties as assigned, including, but not limited to weeknight and weekend availability for installs and upgrades, driving between Stanislaus, Merced & San Joaquin counties.

### **Prerequisites:**

- Class C driving license with insurance in good standing & vehicle in good working order
- Must have the ability to deploy, support, troubleshoot and inventory personal computers (Windows 10), VOIP phones, and their peripherals.
- Experience in advanced PC usage, hardware & software support.
- Solid understanding of basic network equipment functionality (routers, switches & WAPs).
- Support experience in Dell PowerEdge 12th + generation, Windows Server 2008, 2012, 2016, Windows 7; Active Directory, PHP, ASP, CMS, SQL Server, ESXi/VMWare, and Avaya experience also preferred.
- Excellent problem-solving, communication, self-motivation and customer service skills.
- Ability to work independently with minimal day-to-day instruction and report progress on demand.
- Flexibility to work evenings and weekends when required.



## AllCare IPA

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