

ESA / Support Desk Specialist

Bigfork Valley / \$24.28 - \$40.28 / Full-Time

258 Pine Tree Drive, Bigfork, MN, United States

Benefits- Full-Time/Part-Time Employees

- **Health Insurance:** Bigfork Valley offers medical insurance with a Health Savings Account and employer contributions.
- **Dental Insurance:** Bigfork Valley offers dental coverage through Delta Dental.
- **Vision Plan:** Bigfork Valley offers vision coverage through VSP Vision Network.
- **Healthcare and Dependent Care Flexible Spending Accounts:** Bigfork Valley offers both Healthcare FSAs and Dependent Care FSAs to employees.
- **Life Insurance and Long-Term Disability:** Basic term life insurance and Long-Term Disability are provided to employees at no cost. Supplemental voluntary life is also available for employees and their dependents.
- **Retirement:** Employees are eligible to contribute to a 457(b) (traditional or Roth), with Bigfork Valley providing a match after one year of employment.
- **Employee Assistance Program:** Bigfork Valley offers you and your family members free, short-term counseling, referral, and support services.
- **Paid Time Off (PTO)** to offer a work-life balance.
- **Employee Referral Program**
- **Experience Pay Given**
- **Shift Differential**

Job Summary

Provides frontline support for the electronic health record (EHR) and related systems, serving as a primary point of contact for end users needing technical or application assistance. Troubleshoots issues, manages support tickets, supports user access and onboarding, and coordinates with IT, vendors, and operational teams to resolve system issues and improve user experience.

- Provide frontline support for EHR users across clinical, operational, and administrative departments.
- Troubleshoot user issues related to system access, navigation, documentation, workflows, and application functionality.
- Assist users with EHR features, workflows, and best practices.
- Support system maintenance activities, upgrades, enhancements, and testing efforts.
- Identify workflow challenges and recommend system-based solutions to improve efficiency and usability.
- Develop and maintain user guides, tip sheets, and system documentation.
- Coordinate with EHR vendors, IT staff, and department leaders to address system issues and enhancement requests.
- Participate in user training, onboarding, and adoption activities.
- Monitor application work queues, errors, and system issues and ensure appropriate follow-up.

Service Desk Support

- Serve as the first point of contact for technical support requests and service desk inquiries.
- Receive, document, prioritize, and manage support tickets through resolution.
- Perform Tier 1 troubleshooting for software, hardware, access, and application-related issues.

Job Summary continued

Service Desk Support

- Serve as the first point of contact for technical support requests and service desk inquiries.
- Receive, document, prioritize, and manage support tickets through resolution.
- Perform Tier 1 troubleshooting for software, hardware, access, and application-related issues.
- Escalate unresolved or complex issues to appropriate IT, vendor, or application support resources.
- Communicate ticket status, issue updates, and resolution information to end users.
- Monitor and respond to support requests in accordance with established service levels.
- Document troubleshooting steps, resolutions, and recurring issues within the ticketing system.
- Identify trends in support requests and recommend process improvements, training opportunities, or system enhancements.
- Assist with troubleshooting Microsoft 365 applications, including Outlook, Teams, OneDrive, and related productivity tools.
- Troubleshoot and resolve issues related to Windows desktop environments, hardware peripherals, printers, and basic network connectivity.
- Support workstation setup, deployment, and basic configuration for end users.
- Coordinate with infrastructure and network support resources when issues require advanced technical intervention.

User Access & System Administration

- Provision, modify, and deactivate user accounts and role-based system access.
- Support employee onboarding and offboarding activities related to application access.
- Assist with maintenance of system configurations, templates, preference settings, and user tools.
- Ensure compliance with organizational security, privacy, and access management policies.
- Administer user accounts and security groups within Active Directory and Microsoft 365 environments.
- Maintain user permissions, mailbox access, distribution groups, and application access in accordance with organizational policies.
- Assist with identity and access management processes, including password resets, account lockouts, and multifactor authentication support.

Operational Support

- Support system go-lives, upgrades, implementations, and optimization initiatives.
- Participate in user acceptance testing (UAT) and validation of system changes.
- Maintain confidentiality and security of patient, employee, and organizational information.
- Participate in an on-call support rotation as assigned.
- Perform other duties as assigned.

About the Position

- Full-Time
- Days/Afternoons/Nights
- On-Call

Qualifications

- Associate's degree in Information Technology, Health Information Technology, Information Systems, Healthcare Administration, or a related field preferred. Equivalent combination of education and experience may be considered.
- Knowledge of EHR systems, healthcare workflows, data privacy, HIPAA, information security, and identity and access management principles. Strong troubleshooting, problem-solving, customer service, communication, organizational, and time-management skills, with the ability to prioritize and manage multiple support requests, clearly document issues and resolutions, and work independently and collaboratively with clinical, operational, and technical teams. Proficiency with Microsoft Office and standard business technology tools, with working knowledge of Microsoft 365 administration, Active Directory user and group administration, Windows desktop operating systems, hardware and software troubleshooting, endpoint troubleshooting, and basic networking concepts including TCP/IP, DNS, DHCP, VPN, and wireless connectivity.
- EPIC experience required

*The hourly wage for this position is \$24.28 - \$40.28/hour, with a median wage of \$32.28/hour. It is not typical for an individual to be hired at or near the top of the range for their role. Compensation decisions are dependent on the facts and circumstance of each case and on several factors including relevant work experience, education, certification & licensure, and internal equity. Hourly pay is just one part of the compensation package for employees.

EEO/AA Employer/Vets/Disability