



Helpdesk Technician

ABILITY™ is looking for a Help Desk Technician to be responsible for quickly diagnosing and resolving issues while working effectively with minimal oversight. This individual must be a strong team player, possess excellent verbal and written communication skills and have the ability to interact effectively with all parts of the organization.

Company Overview

ABILITY works to save lives by facilitating information exchange and knowledge-sharing among every participant within the healthcare spectrum – hospitals, physician practices, home care providers, DMEs, and private and government payers – as well as the Centers for Medicare and Medicaid Services (CMS). In use for more than a decade in more than 3,000 hospitals across the country, ABILITY’s network supports healthcare decision makers in their quest to promote care coordination and collaboration, reduce record fragmentation, participate in new and emerging care models, and access the Direct Project network and state and community-based Health Information Exchanges (HIEs).

The people who work at ABILITY are proud of who they are and what they do. They feel a strong connection to the people they work with and share a sense that the work they do “makes a real difference.” They express a great sense of reward from knowing that the work they do and the products and services that ABILITY offers make a profound impact on their customers’ lives and even more so on the quality of care that patients receive.

Essential Position Duties and Responsibilities

- Installation, configuration, maintenance and troubleshooting of computers, printers, fax machines and copiers.
- Installation, configuration, maintenance and troubleshooting of existing workstation environments including imaging and complete system setups.
- Support and troubleshooting for applications including, Microsoft CRM, Great Plains, Microsoft Office Suite, Antivirus, user accounts, printer administration, etc.
- Support of employees working in home office environments via OpenVPN.
- Work with team to ensure new employee set up is completed accurately and on-time.
- Ensure compliance with security policies and procedures including administering anti-virus solutions.



- Responsible for documenting installation and support procedures.
- Support production OpenVPN configuration.
- Assist QA department with their testing environment.
- Provide support to traveling ABILITY employees with their wireless connection.
- Provide support for phone and VoIP, escalating issues as needed.
- Provide backup support of production network at secure data facility.
- Monitor helpdesk tickets entered into helpdesk tracking software, ServiceDesk.
- Prioritize problem resolutions and escalate issues when necessary.
- Work in conjunction with other department personnel

Experience/Skills

- 3-4+ years experience in personal computers, business systems applications.
- Strong Experience with Microsoft clients in a networked environment.
- Technical certifications and additional experience with Linux and Mac a definite plus.
- Good Understanding of MS Windows OS network topology.
- Understanding of basic internet protocols and services such as: TCP/IP, HTTP, and DNS.
- Experience with Windows Server 2003 or 2008 and Active Directory.
- Solid analytical and problem solving skills with the ability to communicate both orally and in writing.
- Must be a team player with a strong commitment to customer service.
- Exceptional follow up skills to resolve systems and user issues.
- Strong inventory management skills.



- Significant experience with Windows XP and 7, Microsoft Office Suite and Outlook 2007 or 2010 in a corporate environment.
- Ability to learn and adapt quickly to new technologies.

To Apply

ABILITY offers a competitive compensation, a comprehensive benefits package, and employee stock options.

To apply, please go to: <https://home.eease.adp.com/recruit/?id=1051201>