



Reporting to the IT Manager, the IT Generalist is responsible for timely, efficient and effective resolution of support issues. This position will also be responsible for re-imaging machines, workstation repair and overall pc maintenance. This position may require occasional day travel throughout northeastern Ohio. The ideal candidate will have experience with a wide variety of current technologies, a professional demeanor and willingness to both learn from and teach others.

POSITION RESPONSIBILITIES:

1. Resolve support issues including workstations, printers and peripherals.
2. Assist users with proper hardware and software usage.
3. Provide remote support whenever possible, onsite support when required.
4. Provide pc maintenance, including re-imaging and repair.
5. Follow established procedures.
6. Other duties as assigned.

MINIMUM QUALIFICATIONS:

- Must be working toward a degree in computer science or a related field.
- Strong troubleshooting and problem resolution skills.
- Awareness of IT related HIPPA compliance.
- Combination of education and experience that would demonstrate the capability to successfully perform the functions of this position.
- Must be able to work with a wide variety of personalities, with a pleasant and professional demeanor.
- Excellent communication skills both written and spoken, ability to work in a team environment.

PHYSICAL REQUIREMENTS:

1. Lifting up to 50 pounds.
2. Frequent bending, twisting, standing, climbing, and kneeling
3. Frequent typing

The job description is a summary of the IT Generalist job responsibilities and is not all inclusive.

Rose-Mary is an Equal Opportunity Employer.