TECHNICAL HELPDESK ASSOCIATE

TMG is a rapidly growing organization operating statewide in Wisconsin, with over 500 employees. TMG is a unique contractor of self-directed community-based long term care supports, Medicaid Home and Community Based Waiver quality assurance and improvement services, and outsourced quality management staffing and placement services. TMG works with a full range of individuals and programs supporting people with chronic conditions, including the elderly, and people with physical or developmental disabilities. TMG proudly employs a growing multi-disciplinary staff of human and health service professionals with expertise in self-directed services, service delivery and program design, organizational development, policy and regulatory compliance, and quality improvement.

TMG is the IRIS Consultant Agency (ICA) and Self-Directed Personal Care contractor for Wisconsin’s IRIS program. IRIS is a long-term support program where eligible individuals self-direct their publicly funded, community based long-term care services.

The Technical Helpdesk Associate is responsible for providing basic technical helpdesk support to end users, including issues concerning networks, remote access tools, user accounts, server administration, hardware, Microsoft and application software, e-mail, VoIP phones and voicemail, and other IT related functions.

Responsibilities

- Triage end-user helpdesk inquiries, maintain documentation of helpdesk requests, research and resolve Tier-1 (and higher if able) problems and escalate technical issues as necessary
- Manage inquiries and resolve technical problems arising from PCs, laptops, networks, applications, phones, and peripheral equipment
- Research solutions to IT issues through use of manuals, online help, etc.
- Operate and maintain computer, VoIP phone, and peripheral equipment
- Assist in developing IT FAQ articles for end users; assist in developing user documentation for equipment features, new procedures, use of PCs/laptops, software applications; and provide staff training in one-to-one and small group sessions
- Schedule equipment use and maintenance
- Assist in the maintenance of remote-based equipment
- Maintain documentation lists of equipment, end-users, and application changes
- Coordinate user support with outside vendor services as needed
- Coordinate setup of audio visual equipment as needed
- Support the maintenance of pages on the company and functional area intranet sites
- Assist in the development of pages, tools and templates on the company and functional area intranet sites
- Assist in managing access permissions to the company and functional area intranet sites
- Assist in training users on accessing the company and functional area intranet sites
- Research opportunities for systems improvements and develop recommendations as requested
- Attend internal and external stakeholder meetings as requested
- Assist with end-user training for IT equipment and systems as requested
- Update website information
Qualifications

- Associates Degree in Computer Science or related coursework, or commensurate experience
- Experience providing technical support and customer service via phone and in person
- Ability to work in a team-oriented, collaborative environment
- Strong technical background supporting computer equipment, software, and internet
- Experience and supporting VoIP and voicemail systems
- Knowledge of SharePoint services
- Working knowledge of Microsoft suite of applications (Access, Excel, PowerPoint, Word)
- Working knowledge of Microsoft operating systems (Windows XP and above)
- Understanding of current technologies in servers, server operating systems, security, and storage
- Excellent written and verbal communication skills required
- Strong customer service skills
- Good organizational and time management skills
- Flexibility in the work environment and willingness and ability to adapt to changing organizational needs
- Ability to travel within Wisconsin, must possess a valid driver’s license, maintain adequate auto insurance for job-related travel.

To Apply:

Please visit our Careers Site to view available positions and submit your resume by November 14 at:

http://tmg-wiscareers.silkroad.com

Equal Employment Opportunity Employer

It is the policy of The Management Group to provide reasonable accommodations to qualified individuals with a disability who are applicants for employment or employees.