

**Position Title:** IT Helpdesk Technician  
**Status:** Non-Exempt  
**Reports to:** Sr IT Manager

**Summary:** The IT Helpdesk Technician will provide computer hardware, software, and technical support to over 100 dedicated providers and 400+ support staff located at facilities from Bothell to Arlington, being based out of our corporate offices in Everett, WA. As part of our IT team, many learning opportunities are available. This position is full-time, hourly at 40 hours per week, typically Monday through Friday, with occasional weekend day and/or evening, and/or on-call support.

**Essential Job Functions:**

The IT Helpdesk Technician will be responsible for the following:

- Utilize IT helpdesk tracking software to respond to internal helpdesk requests quickly and effectively drive open tickets to completion.
- Install, test, and configure new workstations, peripheral equipment, and software
- Provide end-user support, including onboarding new users and assigning users and computers to proper groups in active directory.
- Perform workstation hardware and software upgrades as required.
- Report unresolved issues to our Tier 2 staff for escalation and resolution.
- Document and update internal helpdesk procedures.
- Maintain inventory of all IT equipment, software, and software licenses.
- Provide front desk support (answering phones, managing email).

**Qualifications:**

- 1-2 years of direct work-related required.
- Knowledge of and support experience with Windows 7, Mac OSX, Office suites
- Familiarity with permissions at the desktop level.
- Working knowledge of laptop and desktop PC hardware and peripherals.
- Knowledge of remote desktop protocol (RDP), Ultra VNC a plus.
- Some experience supporting the IT needs within medical industry such as EMR, Centricity a plus.
- Dedication to quality customer service and a working knowledge of service support and delivery procedures.
- Strong verbal and written communication skills and the ability to deal effectively and diplomatically with customers, peers, and management.
- Excellent follow-through, attention to detail and strong research and documentation skills required.
- Creative troubleshooting ability and ability to assess and prioritize support requests.
- Ability to identify and remediate hardware and software issues in a timely manner.
- Experience using and implementing OS imaging software to create and deploy customized workstation images.

**Working Conditions:** Works inside under normal temperature conditions, with adequate light, ventilation and space. Works mostly with others, occasionally alone. Must expect moderate noise generated from computer printer, office machinery and talking. Must be able to work in a small or confined office space. Interaction is busy, constant and occasionally interrupted. Stress levels may be high. Attend business-related meetings outside of the office. Requires ability to have personal transportation.



**Physical Demands:** Must be able to tolerate intermittent physical activity, including sitting, walking, standing, stooping, carrying, bending, talking and use of hands to finger, handle or feel. The degree to which any of these is done depends on the techniques being used. Must have sufficient freedom of total body movement in order to stand up and sit down at a workstation, be able to squat and/or stoop in order to lift at least 25-pounds. Must possess the physical traits to remain sedentary for most of the day and must be able to reach for items above shoulder height. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Important Notices:** This job description is not an exclusive or exhaustive list of all job functions that a team member in this position may be asked to perform. Duties and responsibilities can be changed, expanded, reduced or delegated by management to meet the business needs of the organization. Our staff not only enjoys full benefits and professional growth opportunities, but also an environment noted for diversity, community involvement, intellectual excitement, and collaboration. We're interested in learning more about you and appreciate your taking the time to apply online. We are committed to employing a diverse workforce. We welcome job applications from qualified individuals without regard to race, color, creed, religion, ancestry, national origin, age, sex, pregnancy, marital status, physical or mental disability, or any other protected characteristic. Minorities, women, disabled persons, and veterans are encouraged to apply.

**Location:**

We operate out of WWMG's Administrative Office located at 1728 W. Marine View Drive, Everett WA 98201.

Candidate will need to travel to care center locations and data site locations in the local vicinity.

If you are interested in applying for this position, please email your resume to Darren Gustafson at [dgustafson@wwmedgroup.com](mailto:dgustafson@wwmedgroup.com).