



Western Washington Medical Group

IT Help Desk Supervisor – Full Time

Date: 1/6/2023

Location: Everett, WA

Overview:

The IT Helpdesk Supervisor will provide department supervision over 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.

Essential Job Functions:

- Supervise our IT Helpdesk department to provide top level support for WWMG's IT needs
- Develop, mentor, and coach our Helpdesk staff
- Help support end user hardware and software, and SaaS applications including Microsoft Office, Microsoft Azure, MFA, Active Directory and more
- Lead projects to deploy new tools and processes
- Develop, implement, and improve KPIs and SLAs for the team. Routinely track and report on these metrics
- Develop training, knowledge base articles, and other documentation
- Maintain our Incident Management tool
- Vendor management and procurement
- Hardware and software inventory management

Qualifications

- Bachelor's Degree in Information Systems or 5+ years equivalent work experience
- At least 1 year of supervisory experience.
- Experience managing ITSM/Service management platforms
- Ability to manage multiple priorities effectively
- Excellent verbal and written communication skills
- Strong interpersonal skills including the ability to lead and be a team player
- You must be able to provide proof of legal authorization to work in the United States

Why Work at WWMG?

You give your all, and so do we. We are committed to providing an excellent workplace experience and a wonderful employee experience. We offer:

- Competitive Pay
- Medical, Dental, Vision Insurance
- AD&D, LTD and Basic Life are provided for all employees
- 401(k) plan with a generous profit share and match
- Two weeks of vacation time accrued per year
- 9 Paid Holidays per year
- Sick time accrued per Washington State law

- A family friendly and people focused workplace
- The opportunity to work for the best healthcare company in Washington

Schedule: Full time

Salary: \$70,000 - \$80,000 per year depending on experience, skill set and education

To Apply: Please send resume to dgustafson@wwmedgroup.com.

Western Washington Medical Group is an Equal Opportunity Employer. We celebrate diversity and inclusion and welcome applications from qualified candidates, regardless of race, color, religion, sex including sexual orientation and gender identity, national origin, disability, protected veteran status or any other characteristic protected by applicable federal, state or local law.