### Positions Responsibilities:
This position is with the Information Systems Department, primarily to work with the IT Director in meeting the needs for the agency Wide Area Network (WAN) and LAN’s located within 16 different locations and service over 260 employees. The Computer Support Tech II will perform skilled, specialized work involving analysis and installation of new systems and maintenance and troubleshooting of current systems. This employee will interact with a wide variety of systems (hardware and software) such as Monitors physical and virtual servers utilizing windows (2008/2012), and other appliance-based systems. Maintains network infrastructure (switches, APs, VPNs) and security devices (firewalls, etc.) over wired and wireless networks.

### Key Duties:
- Provide technical support for computer hardware and software to ARHS employees, Departments, and Program Managers to all ARHS locations.
- Work with vendors to assure that workstations, servers, and networking equipment meet the necessary requirements for their application to run.
- Install routers, firewalls, switches, wireless access points, and servers.
- Train employees and answer questions on the use of electronic equipment, software applications, and the variety of operating systems.
- Set up and maintain various software applications and tools.

### Knowledge, Skills, and Abilities:
- Considerable knowledge of computers and related information technology devices.
- Considerable knowledge of the software packages utilized.
- Ability to communicate effectively with users who may not be coherent in clarifying problem situations.
- Ability to work under time constraints and other demands.
- Ability to establish and maintain effective working relationships.

### Minimum Training and Experience:
Graduation from high school and four years of experience in the use of computing and information technology resources; or an equivalent combination of training and experience. Please note on the application any experience with specific medical or financial software such as MUNIS or CureMD.

### ARHS Preference:
Bachelor’s Degree in Information Technology or related field. Experience with data analytics.

### Note:
All degrees shall be from an accredited institution. Transcripts required upon hire.