



<https://careers.q-centrix.com/job/support-specialist-is-analyst/>

## Support Specialist – IS Analyst

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### Description

If you're tech-savvy with a passion for customer support and have an interest in healthcare, Q-Centrix might be the place for you!

We're looking for an entry-level Support Specialist to collaborate with our IT and Operations departments in our downtown Portsmouth, NH office. Our dream candidate is a computer pro who is also passionate about helping others and thrives in a fast-paced environment.

### As a Support Specialist, you will...

Provide technical support to a large, remote team whose success depends on the technology they use every day;  
Help new employees complete their IT setups and onboarding, including establishing access to our hospital partners' systems;  
Act as first point-of-contact for remote team members seeking technical support on their Windows- or OSX- based computers;  
Perform remote diagnostics and troubleshooting, walking team members through problem-solving processes;  
Collaborate with cross-functional groups to help align business needs with IT requirements.  
Enjoy late mornings! We're looking for someone who is comfortable working a non-traditional schedule.  
For example: Tuesday – Friday from 10:00 AM – 8:00 PM (exact details are somewhat flexible and would be finalized at time of hire).

### You're an ideal Support Specialist if you...

Get a thrill out of solving technical issues and helping others do the same;  
Know that patience is a virtue  
Are excited by the changing pace of a high-growth business.  
Love helping others solve problems – even if it's sometimes outside the role.  
Are eager to learn our business and understand the importance of your contributions to our overall success.

### We require...

An associate degree or higher in an Information Technology-related concentration;  
Experience with Cloud and Remote Desktop technologies;  
Previous, proven experience troubleshooting on the phone.

### Contacts

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### Hiring organization

Q-Centrix

### Employment Type

Full-Time

### Job Location

Chicago, Illinois

### Date posted

February 13, 2020