


Desktop Support Analyst 1

[Apply](#) Loyola Medicine - Loyola University Medical Center Full time Posted 3 Days Ago 00436357**Employment Type:**

Full time

Shift:**Description:****POSITION PURPOSE**

Configures, installs, monitors and maintains TIS users' desktop software and hardware. Provides consultation to TIS users for all aspects of end-user computing and desktop-based LAN systems software. Provides technical support and guidance through Tier 2 support and works with vendors to resolve Tier 3 issues. Participates in projects and supports mobile workforce.

ESSENTIAL FUNCTIONS

- Knows, understands, incorporates, and demonstrates the Trinity Health Mission, Vision, and Values in behaviors, practices, and decisions.
- Configures and installs software on IS users' desktop and laptop computers.
- Installs new computer hardware (desktop, laptop, PDA, printer, etc.) at users' locations.
- Provides desk-side end-user Tier 2 support and problem troubleshooting for moderately complex issues for both hardware and desktop software and works with vendors to resolve Tier 3 issues.
- Provides consultation to TIS users for all aspects of end-user computing and desktop-based LAN systems software.
- Participates in project activities including data collection, design suggestions and communications with project teams and end users.
- Responsible for documenting solutions to problems, trouble-shooting techniques and developing end-user guidelines. Recommends changes based upon history and experience.
- Assists with roll-out of new / upgraded desktop software packages.
- Participates in the testing and evaluation of new desktop packages and implements prototypes.
- Assists with ongoing documentation and management of desktop systems.
- Supports mobile workforce.
- Helps end-users learn to use software, feel comfortable working in a computing environment and encourage positive communication with technical staff.

- Troubleshoots network problems including desktop loss of connection, Internet connection problems, etc.
- Participates in on-call support rotation as specified by management.
- Assists in physical moves of computer equipment.
- Escalates issues as appropriate when troubleshooting yields no results and / or based upon severity of issue (ex. virus outbreak).
- Maintains a working knowledge of applicable Federal, State, and local laws and regulations, Trinity Health's Integrity and Compliance Program, and Code of Conduct, as well as other policies and procedures in order to ensure adherence in a manner that reflects honest, ethical, and professional behavior.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS

- Bachelor's degree in Computer Science, Information Systems or related field or equivalent combination of education and work experience.
- Two (2) or more years of hands on experience with knowledge of installing complex applications, hardware and troubleshooting techniques required or demonstrated proficiency in these areas.
- Microsoft and Personal Computer Certifications (A+, Network+, MCDST, MSP) or equivalent work experience. MSCE certification preferred.
- Advanced skills in Microsoft desktop operating system / applications installation and support (Microsoft Office and Outlook) experience.
- HP Desktop and Laptop Certification preferred.
- Experience on multiple platforms including concepts of networking (LAN and WAN) and IS best practices required.
- PC Imaging experience required.
- HP / Lexmark printer experience required.
- Excellent communication and interpersonal skills.
- Excellent oral and writing skills for client communication and system documentation.
- Ability to troubleshoot software and hardware malfunctions.
- Ability to remain calm, helpful and productive in all situations.
- Ability to resolve multiple customer issues simultaneously.
- Must be comfortable operating in a collaborative, shared leadership environment.
- Must possess a personal presence that is characterized by a sense of honesty, integrity, and caring with the ability to inspire and motivate others to promote the philosophy, mission, vision, goals, and values of Trinity Health.

PHYSICAL AND MENTAL REQUIREMENTS AND WORKING CONDITIONS

- Must be able to set and organize own work priorities, and adapt to them as they change frequently. Must be able to work concurrently on a variety of tasks/projects in an environment that may be stressful with individuals having diverse personalities and work styles.
- Must possess the ability to comply with Trinity Health policies and procedures.
- Ability to read, analyze, and interpret general business periodicals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.

- Required to be able to push/ pull and lift objects (computers, monitors, printers) weighing up to 50 pounds.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of duties so assigned.

Our Commitment to Diversity and Inclusion

Trinity Health is one of the largest not-for-profit, Catholic healthcare systems in the nation. Built on the foundation of our Mission and Core Values, we integrate diversity, equity, and inclusion in all that we do. Our colleagues have different lived experiences, customs, abilities, and talents. Together, we become our best selves. A diverse and inclusive workforce provides the most accessible and equitable care for those we serve. Trinity Health is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, status as a protected veteran, or any other status protected by law.

About Us



Trinity Health is one of the largest not-for-profit, faith-based health care systems in the nation. Together, we're 121,000 colleagues and nearly 36,500 physicians and clinicians caring for diverse communities across 27 states. Nationally recognized for care and experience, our system includes 101 hospitals, 126 continuing care locations, the second largest PACE program in the country, 136 urgent care locations, and many other health and well-being services. Based in Livonia, Michigan, in fiscal year 2023, we invested \$1.5 billion in our communities through charity care and other community benefit programs.

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