# IT Support Analyst

## Position Overview

The IT Support Analyst is responsible for troubleshooting and resolving IT-related issues, end user management, and supporting Evergreen's cybersecurity posture. This position will interact with remote and on-site staff to address IT needs to restore, maintain, and improve user productivity as needed. In addition, the position is responsible for the maintenance of Microsoft 365, coordination of IT related purchases and supporting our key business systems. This person is an integral part of the Digital Operations team, exhibiting ownership, follow through, initiative, awareness and effective communication with clients, staff, and colleagues.

The IT Support Analyst actively contributes to our culture of belonging, where everyone feels welcome and supported. In addition, this person embraces Evergreen's goal of being the *"Best Place to Work"* through building relationships, working collaboratively, and embodying our company's values (Care Personally, Extend Grace, Be Responsive, Take Ownership, Be Transparent, Innovate).

The IT Support Analyst is a member of the Digital Operations Team and reports to the Business Systems Manager. Work can be done either in-person in our Middleton, WI office, or hybrid. Candidates must be local to Madison/Middleton, WI area.

## Essential Functions
### Tier 1 End User Support

- Provide Tier 1 end-user support by responding to logged incidents and enhancements in alignment with established SLAs
- Troubleshoot technical issues using diagnostic techniques and industry best practices
- Assist end users with system onboarding and training as needed
- Maintain accurate IT asset tracking for hardware, software, and user licenses
- Manage the provisioning and assignment of Windows Virtual Desktops
- Address support tickets promptly, escalating issues as necessary
- Communicate technical information to non-technical users in an understandable and concise manner
- Support and maintain Home Office technology (LAN/Meeting Rooms/etc.)
- Maintain and support meeting room and presentation tools, including sound and Teams Room systems

### Microsoft 365 Administration

- Create and manage M365/O365 user accounts and groups
- Utilize Microsoft Endpoint Manager (Intune) for user access, systems provisioning, software deployment, and updates
- Create and maintain Teams groups and SharePoint sites
- Configure Office 365 environments in collaboration with the Digital Operations team and external vendors to meet security requirements

**Hiring organization**
Evergreen Healthcare Partners

**Job Location**
6720 Frank Lloyd Wright Ave, Suite 200, 53562, Middleton, WI
Remote work possible

**Cyber Security**

- Monitor user and system generated security notifications and address or coordinate with teammates to mitigate promptly
- Assist with management and application of software and firmware patches to ensure all device security is up to date
- Maintain an up-to-date inventory of all IT assets and their respective vulnerabilities
- Help to ensure the Evergreen IT is keeping up with industry best practices and periodically ensuring policies and procedures are up to date
- Assist with periodic security awareness training, phishing exercises, etc.

**Business Systems Maintenance and Optimization**

- Collaborate with the Business Systems Manager to resolve issues and implement enhancements across key business systems
- Conduct initial business analysis to determine potential IT or process solutions for logged incidents or enhancements
- Create and maintain documentation of IT-related processes and systems

**General**

- Uphold Evergreen's mission (Create authentic partnerships that improve healthcare) and values (Care Personally, Extend Grace, Be Responsive, Take Ownership, Be Transparent, Innovate)
- Cultivate meaningful relationships across Evergreen and with external partners
- Embrace radical candor by developing relationships across Evergreen and providing direct feedback and recognition at all levels
- Communicate in meetings, one-on-ones, and daily interactions with clarity, purpose, and respect for the individuals involved in the discussion
- Participate in or lead cross-functional projects
- Coordinate and support company-wide programs and special projects
- Serve as subject matter expert for your team and role
- Support colleagues and Evergreen's growth by participating in hiring, onboarding, ongoing training, and other duties as assigned
- Participate in the development, documentation, and improvement of processes, procedures, and policies, in alignment with Evergreen's mission and values
- Assist and back up other colleagues when necessary
- Embrace change as Evergreen scales systems and processes
- Attend Evergreen's in-person annual retreat one time per year

**Qualifications**
**Required Qualifications**

- Candidates must be local to Madison/Middleton, WI area

- Three+ years of end user IT support experience

- Advanced knowledge and experience using Microsoft Office 365 products

- Microsoft administration experience including Office 365, Azure Active Directory, Intune Endpoint Management, security, SSO, etc.

- Experience with end user hardware maintenance including but not limited to laptop provisioning, networking hardware, A/V tools, and related peripherals

- Strong communication skills: ability to understand and communicate technical issues with end users in various roles in a courteous and professional manner

- Ability to work independently and autonomously with remote supervision

- Ability to effectively work with and support remote workforce as well perform hands on maintenance as needed

- Excellent interpersonal skills with the ability to manage sensitive and confidential information with professionalism and diplomacy

- Ability to establish and maintain effective working relationships with diverse groups of team members, managers, and vendors

- Demonstrated commitment to put forth consistent effort and successfully complete assigned tasks in a timely manner without sacrificing quality

- High attention to detail, including strong time management, analytical, organizational, and active listening skills

- Ability to contribute to a positive working environment

**Preferred Qualifications**

- Knowledge of cybersecurity best practices and/or experience with systems hardening and policy documentation

- Basic to intermediate experience with Microsoft PowerShell

- Experience configuring and administering Azure Enterprise Applications to integrate other solutions with Office 365 services

- Desire to learn new technologies, tools, etc. and leverage newly acquired skills to drive our business forward

- Microsoft or other industry certifications such as A+, Network+, Security+, or higher

- Experience or exposure to various coding languages, such as Python and SQL

**Other Duties**
Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

**Salary Range**
$ 44,500 - $ 68,100, depending on experience, in addition to a comprehensive benefits package.

**Work Hours + Travel Requirements**
Evergreen's core working hours are 9am – 5pm Central Time, and most of our internal meetings take place during this window. Flexible schedule available in consultation with management.

**Physical Demands**

Prolonged periods sitting at a desk and working on a computer.  Must be able to lift up to 15 pounds at a time.

**Work Authorization Requirements**

Evergreen is interested in every qualified candidate who is eligible to work in the United States. However, we are currently unable to sponsor work visas. At this time, candidates must reside in the U.S. to be eligible to work at Evergreen Healthcare Partners.