



COASTAL HORIZONS CENTER, INC. POSITION ANNOUNCEMENT

DATE OF NOTICE: August 17, 2021

Position Title: **IT Support Specialist**
Full Time. Exempt

Coastal Horizons Center, Inc. has an opportunity for an IT Support Specialist. This position is primarily focused on corporate applications and provides subject matter expertise related to all corporate software and application systems. Responsibilities include:

- Function as second level support for the EMR software and Office365 applications.
- Support all applications in the business
- Manage interface projects, and miscellaneous technology projects that assist or improve the functioning of the operations of the treatment department
- Assist and collaborate with report development as needed.
- Escalate and track problems that require cloud vendors to resolve
- Monitor the help desk queue for all customer technical support issues.
- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.

Qualification/ Skills:

Education: Associate degree or equivalent technical certification such as MCSE, CCNA, A+. **OR** Bachelor's degree in computer science and MCSE Certification preferred.

Experience/ Skills:

- 1-3 years of experience with computer repair, maintenance, software systems support, and information management systems.
- Strong technical knowledge of PCs, laptops, printers, and peripheral hardware devices.
- Strong working knowledge of Windows, Microsoft Office, MS-DOS, communications software, virus protection, and diagnostic software.
- Ability to diagnose and resolve onsite and remote PC related computing problems.

Salary: Commensurate with education and experience. Benefits available include health/medical, dental, life insurance, paid time off programs, 401K retirement saving plan. For more information, please visit our website at ww.coastalhorizons.org

All full and part-time employees, volunteers, interns and contracted staff of Coastal Horizons must adhere to our COVID-19 vaccine policy and are **REQUIRED** to show proof of vaccination at time of hire.

PLEASE SEND RESUME AND COVER LETTER TO: (NO PHONE CALLS PLEASE)

COSTAL HORIZONS CENTER, INC.
615 SHIPYARD BLVD.,
WILMINGTON, NC 28412
Email: jobs@coastalhorizons.org

Fax: 910-790-0189