The Finger Lakes Performing Provider System (FLPPS), headquartered in Rochester, is helping to transform the Medicaid healthcare delivery system in our region. In partnership with 19 hospitals, 6,700 healthcare providers, and more than 600 healthcare and community-based organizations, FLPPS is leading the implementation of NYS’s Delivery System Reform Incentive Payment (DSRIP) program in Allegany, Cayuga, Chemung, Genesee, Livingston, Monroe, Ontario, Orleans, Seneca, Steuben, Wayne, Wyoming, and Yates counties.

Position Summary
The Desktop Support Specialist provides an excellent end user experience by providing Tier 1 support and resolution of technical issues. Duties: troubleshooting software packages, hardware devices and configuration of computer systems.

Key Job Responsibility Areas
- Install and configure desktop computer hardware and software
- Provide user support for desktop computers, laptops, conference room equipment and mobile devices
- Deployment of Windows 10 - create and maintain a variety of computer images for Windows OS systems
- Evaluate new product versions and recommend upgrade schedules
- Work with vendors, as needed, to troubleshoot and resolve issues
- Monitoring of tasks and dashboards analysis to provide appropriate response
- Documentation of IT processes

Qualifications
- Pursuit of Associates or Bachelor’s degree
- Familiarity with PC Hardware
- Windows OS experience – installing, upgrading, configuring
- Microsoft Office suite – advanced skills preferred
- Proficiency with Windows 10 and Windows Server 2012r2.
- Familiarity with Microsoft PowerShell and Python

Competencies
- Maintain a high level of professionalism, provide excellent customer service and demonstrate a good work ethic
- Ability to interact with internal staff (at all levels) and external partners in a fast-paced environment, sometimes under pressure, remaining positive, flexible, proactive, resourceful and efficient
- Initiative and the ability to effectively participate in an environment in which collaboration is highly valued and reporting relationships are not direct; possess a flexible, “can-do” attitude
- Excellent communication skills (written and verbal)
- Strong technical documentation skills
- Strong critical thinking skills

Physical Requirements
While performing the duties of this job, the employee is required to stand, sit, walk, talk and hear. Occasionally the employee must stoop, bend and lift or move up to 25 lbs.
Vision abilities required include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

How to Apply:
Resumes and cover letters can be emailed to: HR@flpps.org - Attn: Michele Rencis
DEADLINE: November 16th, 2018

This job description is only a summary of the typical functions of the job, not an exhaustive or comprehensive list of all possible job responsibilities, tasks and duties. Additional responsibilities, tasks and duties may be assigned as necessary.
All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, gender, identity or expression, sexual orientation, national origin, marital status, genetics, disability, age, veteran status or any other legally protected status.
FLPPS is committed to providing service that is culturally and linguistically appropriate for our diverse partnership. We work to ensure that our philosophy of cultural and linguistic diversity is embraced in all levels of our organization. Culturally competent services are required from both our employees and our partners.