

Position Title: Jr. Systems Administrator

Status: Full-Time

Reports To: IT Operations Manager

FLSA: Exempt

Location: Burbank, CA

COMPANY OVERVIEW: Health Data Vision, Inc. (HDVI) is a rapidly growing California based healthcare technology company providing a state of the art medical record retrieval SaaS platform and services to support health plan risk adjustment and HEDIS compliance initiatives. HDVI is backed by Redhills Ventures, LLC and Upfront Ventures, a leading SoCal VC firm. We seek a Jr. Systems Administrator who would be working to provide support for all developers & staff, including executive in a quickly growing, start-up environment.

Responsibilities include:

- Perform Helpdesk Level I support for hardware, software & user account issues
- Manage Helpdesk ticket queue, resolving tickets quickly or escalating as needed
- Perform desktop/laptop system deployments including hardware and software configuration
- Troubleshooting of desktop Operating Systems and applications
- On-board new employees, order hardware/software for those employees, and assist in training/orientation of new staff
- Email support for Outlook, IOS and Android
- Responsible for tracking inventory of all IT hardware & software licenses
- Works with vendors to facilitate repairs of hardware (laptops, desktops, printers etc.)
- Documentation of system problems/resolution for future reference
- Creation of software/hardware installation documentation and user guides
- Maintain confidentiality of company information

Qualifications:

- **Education:** BS in Computer Science or a related technical field preferred
- **Experience:** 2-4 years of desktop support and troubleshooting
- Excellent written & verbal communication skills
- Experience supporting Desktop Operating Systems: Windows 7/8/10
- CompTia A+ Certification
- Experience with Server Operating Systems: Server 2008 R2/2012 R2
- Experience with Office365 Administration
- Basic Networking knowledge (DNS, DHCP etc.)
- Experience in Windows Active Directory Administration (User setup, Group Policy etc.)

All qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability or protected veteran status, other protected status, or any other characteristic protected by local, state or federal laws, rules or regulations.