



**LAC COURTE OREILLES
COMMUNITY HEALTH CENTER**
9940 N County Highway K • Hayward, Wisconsin 54843

Telephone: 715-638-5100

Position Description

Position: Information Technology - Help Desk Technician

Location: Lac Courte Oreilles Community Health Center

Hours: Monday – Friday 8:00am-4:30pm

Salary Range: \$21.97/hr. - \$28.56/hr. depending on qualifications

Posting Date: July 13, 2026

Closing Date: 9/11/2026

Description of Position:

We are seeking a reliable and customer-focused Help Desk Technician to serve as the first point of contact for employees seeking technical assistance. The ideal candidate will troubleshoot, diagnose, and resolve hardware, software, and network issues while ensuring a high level of end-user satisfaction.

Qualifications:

- Associate's or technical degree (or equivalent experience).
- Minimum of 2 years' experience in a support desk/desktop support role, preferably within a healthcare environment.
- Basic understanding of Windows 10/11 operating systems, Microsoft Office applications (Outlook, Teams, Word, Excel), and common business software.
- IT certifications in Linux, Microsoft, or other related fields preferred
- HIPAA-compliance and Healthcare IT experience preferred
- Must maintain a current Mantoux TB test and completed Hepatitis B series.
- Valid Wisconsin driver's license and vehicle insurance are required.
- Must pass a background check, pre-employment, and random drug testing.

- Excellent verbal and written communication skills with the ability to effectively support both technical and non-technical users.
- Self-motivated, detail-oriented, and a collaborative team player.
- A commitment to continuous learning and staying current with industry trends, best practices, and regulatory changes.
- Must be able to lift and move equipment and supplies up to 50 pounds on a regular basis.

Duties and Responsibilities:

- **First-Point IT Support:** Serve as the primary point of contact for organization-wide IT support requests via phone, email, and ticketing system. Ensure prompt acknowledgment, troubleshooting, and resolution of user issues.
- **Incident Management & Documentation:** Log, track, and thoroughly document all support activities, diagnostics, and resolution steps in the IT ticketing system to maintain accurate records.
- **Hardware & Software Deployment:** Diagnose, resolve, and configure desktops, laptops, printers, and peripheral equipment for both routine refreshes and new hire setups.
- **Identity & Access Management:** Manage user accounts, password resets, and security permissions across Active Directory, and various business applications following strict provisioning and deactivation procedures.
- **Lifecycle & Asset Management:** Assist with maintaining the IT asset inventory, tracking hardware lifecycles, and ensuring software license compliance.
- **Onboarding & Offboarding:** Support employee lifecycle changes by coordinating timely equipment deployment, account setups, or secure access deactivations.
- **Network & Security Support:** Troubleshoot network connectivity, VPNs, and wireless connections; manage spam filters to block malicious emails while ensuring legitimate communication flows securely.
- **Escalation & Collaboration:** Efficiently escalate complex, unresolved issues to Tier 2/3 engineers and senior IT staff, providing thorough documentation of initial troubleshooting steps.
- **Knowledge Base Contribution:** Author and update internal knowledge base articles, FAQs, and end-user step-by-step guides to promote self-service and streamline team workflows.
- **Work Schedule & Flexibility:** Maintain a professional, service-oriented attitude with dedicated user follow-ups. Remain flexible to perform system maintenance, updates, and upgrades outside of normal business hours as required.

Supervision and Guidance:

The IT Help Desk Technician will work under the direct supervision of the IT Director with oversight by the Health Director.

***Applicants for employment with the Health Center must submit with the completed application form additional documents including the following:**

Letter of Interest

Resume

Credentials

Proof of any Stated Qualifications

Three (3) Current Letters of Recommendation

Academic transcripts

Application Information:

Applications may be obtained from and submitted to:

Lac Courte Oreilles Community Health Center
Human Resources
9940 N County Highway K
Hayward, Wisconsin 54843
(715) 638-5132
healthcenterhr@lcohc.com

The Lac Courte Oreilles Community Health Center is an equal opportunity employer. Native American Preference will be given to candidates of equal or comparable qualifications.

7/7/26