

Sr. Technical Support Specialist

Location: Chicago

About Us:

LDI Integrated Pharmacy Services is a St. Louis, Missouri-based, independently owned and operated company offering integrated pharmacy services ranging from pharmacy benefit management to Mail order and specialty pharmacies. We are a growing company, and looking for talented, innovative and diverse thinkers to grow with us.

Description:

Under direction of the IT Manager, provides excellent support of network and end-user computing resources, includes: PC hardware, software, & peripheral devices; mobile phones & tablets, network and voice systems, user credentials and file permissions; process documentation; security patching, anti-virus, and monitoring of assets.

Responsibilities:

- Responsible for management of office computing and networking infrastructure, including switches, routers, video conferencing, PC workstations, laptops, peripheral devices, and associated infrastructure.
- Security administration - patching, user accounts, file permissions, etc.
- Maintain high service levels by using discretionary judgment in planning, scheduling and executing installations, upgrades and repairs.
- Manage trouble tickets and coordinate to ensure customer satisfaction.
- Available to participate in off hours support activities and on-call rotation.

Qualifications:

- High school diploma or equivalent, undergraduate degree in Information Systems or related field preferred
- 3+ years in a server, network, or PC support role, supporting:
 - Cisco routers, switches, VOIP systems
 - Microsoft Server 2008, 2012, 2016
 - Windows 7 and / or Windows 10
 - Microsoft Office 2013 / 2016
 - Desktop and laptop hardware deployment, diagnostics, & repair
- Experience working with Active Directory, Group Policy, Exchange, SharePoint, and TCP/IP Networking a plus
- Maintains a strong customer service focus
- Handles crisis situations calmly and effectively
- Able to effectively write detailed reports and documentation
- Maintains a high degree of professionalism in communication and attitude

Physical Requirements:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Needs to be able to bend, lift, & carry packages in excess of 40lbs.
- May require standing or frequent use of computer keyboard & sitting for extended periods

Benefits:

- Health, Dental, Vision, Voluntary Life Insurance, Flex Spending
- Company Paid Group Term Life Insurance and Short and Long Term Disability
- 401(k) Retirement Account with Company Match
- Paid Time Off & Paid Holidays

Pre-employment drug screen and background check required.

LDI Integrated Pharmacy Services is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, gender identity, sexual orientation, age, national origin, protected veteran status, disability, or any other basis protected by federal, state, or local law.

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.