



IT Specialist

Waimānalo Health Center is dedicated to offering employees an exceptional work environment and offers competitive salaries and benefits. We are seeking a dedicated, talented, and team-oriented IT Specialist to join our `ohana (family) to support our mission and values

Mission

Waimānalo Health Center is rooted in Native Hawaiian values and devoted to improving the health and wellness of all people, regardless of ability to pay, by providing comprehensive primary and preventive health care services of the highest quality.

Vision

Waimānalo Health Center is dedicated to the continuous advancement in quality healthcare while assuring universal access for all. We believe that our values of Aloha, Mālama I Ka Pono, Mālama I Ka `Ohana, and Mālama I Ka `Āina, enable our patient-centered healthcare home services to deeply focus on the shared role of healing oneself, `ohana, community, and `āina over generations.

Core Values and Guiding Principles

Our values at Waimānalo Health Center promote Hawaiian-centered diversity, equity, and inclusion by welcoming all members of the Ko`olaupoko community to access our holistic services ranging from traditional Hawaiian healing practices to Western medicine.

Aloha: We listen to people with our full attention, seeking to know them and understand their health care and wellness needs and aspirations for themselves, their family and community. We will respond to the best of our abilities, as caring, compassionate, engaged, and professional partners in healthcare.

Mālama I Ka Pono: We know that quality healthcare starts with people's trust in our services and the excellence of our care for them and the resources entrusted to us to meet their needs. We are committed to maintaining their trust by treating people with respect and confidentiality, and by being open about our organizational practices and results, seeking to continuously improve our work.

Mālama I Ka `Ohana: We believe that wellness embraces the whole family, and we welcome their participation in the healthcare of their loved ones. Our belief extends from the Ahupua`a of Waimānalo throughout Ko`olaupoko where we build the foundation for good health and wellness for everyone, and we seek collaborative partners who share our values and vision.

Mālama I Ka `Āina: We understand the importance of one's sense of place and the holistic nature of health and wellbeing. Through integrative services we support the balance of body, mind, and spirit, while respecting one's cultural connectedness to the `āina of Hawai'i. Ka Mauli O Ka `Āina A He Mauli Kānaka: The Life of the Land is the Life of the People

Summary

The IT Specialist is Waimanalo Health Center's tier one Help Desk support. This position provides fast and useful technical assistance, answers queries on basic technical issues, and offers advice to solve them. The IT Specialist must have good technical knowledge and be able to communicate that

knowledge effectively. They must be able to understand the user's problem, resolve it, and explain the solution. They must be customer-oriented, responsive, exercise patience, and use a minimum amount of jargon in dealing with non-technical staff.

Benefits

- Health Benefits (Medical, Dental Drug, Vision)
- Employee Retirement Savings Plan 403(b) – Employer matches 66.67% of employee's contribution up to a maximum of 6% of employee wages after six months of employment.
- Flexible Spending Program
- Paid Holidays – 10 Full days and 2 Half Days
- Paid Time Off (PTO): Accrual based on working 40 hours per week
 - 1 to 3 years – Max. Accrual = 120 hours
 - 3 to 8 years – Max. Accrual = 160 hours
 - 8 + years – Max. Accrual = 200 hours
- Paid Wellness Hours (2 hours per pay period based on FTE)
- Wellness Bucks – Up to \$200 annually
- Bereavement Leave
- Makahiki – Employee Appreciation Day
- Jury Duty Pay, Casual Dress Friday, Longevity Benefit After 5 or more years of service
- Tuition Assistance Program
- Discounted Medical,
- Dental and Vision services provided by WHC Employee Assistance Program (EAP)
- Group Term Life Insurance Supplemental Group Term Life Insurance & AD&D Insurance
- Lifestyle Benefits
- Free Parking

Qualifications

- High school graduate or GED.
- Proven experience as a help desk technician or other customer support role
- Tech savvy with working knowledge of office automation products
- Good understanding of computer systems, mobile devices, and other tech products
- Ability to diagnose and resolve basic technical issues
- Excellent communication skills
- Customer-oriented and cool-tempered
- Self-motivated
- Knowledgeable in Microsoft 365 products
- Two-Step Tuberculosis clearance is required
- Proof of full vaccination and booster against COVID-19 is required
- CompTIA A+ or equivalent preferred, but not required

Certificates, Licenses, Registration

- Two-Step Tuberculosis clearance within the past one year is required.
- Proof of full vaccination and booster against COVID-19 is required.