



Position #

Req #

Behavioral Healthcare Partners of Central Ohio, Inc., a dynamic not-for-profit organization serving clients in multiple Counties, but primarily Knox and Licking Counties is recruiting for the following position:

**Tier I Helpdesk Technician
Full Time**

BHP is currently seeking a full time Tier I Helpdesk Technician to provide internal customer support to our employees. Successful candidates will have a technical background with proven strong customer service skills. The position will primarily be responsible for direct, end user support delivered in person, via phone, email, and remotely. Candidates should have experience with numerous internal systems including email, Outlook, and Windows. Further support will be required with Windows 7 professional & Windows 10 professional in a domain environment; Office 2013 professional and Office 2016 professional; Internet Explorer 10 and up, Google Chrome web browsers; mobile devices; Desktop printers; network printers. Candidates should have experience providing end user training. This position requires the following back end responsibilities: new equipment setup and configuration; basic network troubleshooting Desk telephone troubleshooting/configuration; management of tickets and documentation; maintain hardware inventory; assisting with larger projects and tasks as needed. Previous experience working with electronic health records preferred.

Please submit a Letter of Interest and resume to the address listed below.

Rebecca Thomas, Chief Human Resources Officer
Behavioral Healthcare Partners of Central Ohio, Inc.
P.O. Box 4670
Newark, OH 43058-4670
recruitment@bhcpartners.org

BHPCO is an EOE/ADA compliant organization.