

CHANGE LIVES. INCLUDING YOUR OWN.

Interested? Stop in for a brief interview with a Recruiting Specialist

IT Service Desk Analyst

The IT Service Desk Analyst's primary focus is to provide complex and unique technical troubleshooting assistance to Aurora Health Care employees across our system. The IT Service Desk Analysts will assist technicians in providing first line support when workloads are high, or where additional experience is required.

- Provides complex and unique technical troubleshooting assistance to employees across organization.
- Resolves issues utilizing excellent customer service skills, problem solving skills, technical thinking/reasoning skills, and a high level of individual judgment to ensure outcomes of customer satisfaction.
- Manage and triage multiple incoming priorities effectively by understanding customer needs and meeting service level requirements.

Qualifications:

- High School Graduate. Associate's or Bachelor's degree preferred.
- 3 years of experience in a technical customer support role and a proficiency in a minimum of two supported applications.
- Strong customer service skills
- Solid knowledge of major desktop software applications and networking concept

Join our amazing IT Team

- Aurora's IT team has a highly engaged and dynamic culture. There is a focus on projects that bring value to Aurora. We understand the importance of maintaining system stability, continuous improvement and high performance.
- We offer a variety of projects allowing our team members to be challenged to apply their existing skills and continually learn additional skills.
- We empower our IT team to own the technology and provide a great career path for continued growth.
- Being the largest integrated health care system based in Wisconsin and the state's largest private employer 32,000 with \$4.9 Billion in annual revenue, we offer limitless career advancement and a solid tuition reimbursement program.

Contact: Sarah Besch-Cousland | Recruiter | Aurora Health Care | Talent Acquisition | sarah.besch-cousland@aurora.org

Join our Talent Network: <https://aurorahealth.avature.net/talent>



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