Position Title: IT Support Specialist
Reports To: Network Administrator
Status: Exempt
Location: On-site, Helena, MT

Position Summary:

Hi, we are Mountain Health Co-Op, the anti-insurance health insurance company. We serve members in Idaho, Montana, and Wyoming, and get this; our members are also the owners of this company because we are a co-op. We are proud to be a nonprofit that invests profits back into our membership through enhanced benefits and offerings. Yes, we make coverage cool.

The IT Support role at Mountain Health Co-op focuses on providing first-level technical assistance for hardware, software, and network issues, supporting end-users with Microsoft 365, account management, and troubleshooting peripherals like printers and scanners. Key responsibilities include managing IT tickets, maintaining inventory, assisting with device setup and deployment, onboarding new employees, and escalating complex issues to senior staff. The role requires foundational knowledge in IT, including troubleshooting hardware/software, networking basics, and familiarity with Microsoft Active Directory and Cloud platforms like Azure. Preferred skills include experience with Windows Server, virtual machines, and networking equipment such as firewalls and switches. Strong problem-solving, communication, and adaptability are essential to succeed in this role.

Duties and Responsibilities:

- Provide first-level support for hardware and software issues (e.g., desktops, laptops, and mobile devices).
- Assist in troubleshooting network connectivity issues, such as VPN access or Wi-Fi disruptions.
- Help resolve issues with peripheral devices (e.g., printers, scanners).
- Support end-users with Microsoft 365, email access, and other office applications
- Assist with password resets and basic account management tasks.
- Log and track technical issues using a ticketing system (e.g., Zendesk, Jira).
- Assist with tracking IT equipment and maintaining accurate inventory records.
- Help prepare and configure new devices for deployment (e.g., laptops, monitors).
- Escalate complex issues to senior IT staff or the direct supervisor as needed.
- Work closely with the IT team on small projects or upgrades, such as software installations or updates.
- Develop, implement, and communicate IT policies, processes, and best practices, using various vendors and resources to remain in compliance with industry's best practices.
- Maintain records of resolved issues and contribute to knowledge base updates.
- Provide feedback to the supervisor on recurring issues and improvement opportunities.
- Assist in onboarding new employees by helping with initial system setups and access.

Knowledge, skills and abilities:

- Associate's or Bachelor's degree in Information Technology, Computer Science, or related field (or equivalent experience).
- Up to 2 years of experience in IT support, help desk, or a related technical role.
- CompTIA A+, Network+, or other beginner-level IT certifications (preferred).
- Exposure to troubleshooting common hardware and software issues (e.g., desktops, laptops, mobile devices).
- Familiarity with Cloud platforms (e.g. Azure, Google, AWS)
- Familiarity with Microsoft Active Directory, user accounts and permissions.
- Basic knowledge of networking (TCP/IP, DNS, VPN).
- Familiarity with peripheral device troubleshooting (e.g., printers, scanners, access points).
- Strong communication skills with the ability to collaborate and take direction.
- Organized, with solid problem-solving abilities.
- Eager to learn new technologies and adapt to changing environments.

Desirable Skills
- Strong working knowledge of Microsoft Azure Cloud platform and virtual environments.
- Strong working knowledge of Microsoft Windows Server 2019 and newer.
- Understanding of Azure networking, security, and identity services
- Ability to provision and manage virtual machines running in Azure Cloud.
- Ability to manage firewalls and switches a plus. (e.g., Barracuda Cloudgen, Cisco Switches)

**Applicants must be authorized to work for ANY employer in the U.S. We are unable to sponsor or take over sponsorship of an employment visa at this time.

Travel
This position requires minimal travel within the Co-Op region of operations.

Physical Demands:
While performing the duties of this job, the employee is regularly required to sit for extended periods of time and may be required to stand, walk, and stoop. The employee may occasionally lift and/or move up to 50 pounds of office supplies. Expressing or exchanging ideas by means of the spoken word requires the ability to receive detailed information through oral communication. Will be required to work for extended periods of time using a computer, keyboard, and mouse.

Mountain Health Co-Op is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race color, religion, sex, sexual orientation, gender identity, national origin, or protected veteran status and will not be discriminated against on the basis of disability.