IT Administrator/Supervisor

Overview

The IT Administrator/Supervisor is responsible for leading day-to-day technology operations, user support, systems administration, and frontline supervision of IT services for Community Health Connection. This role ensures that technology systems are reliable, secure, compliant, and aligned with the organization's mission to improve access to quality health care. The position supports clinical, dental, pharmacy, billing, administrative, and outreach teams by maintaining effective IT infrastructure, responding to technical needs, and strengthening workflows that support patient care and operational efficiency.

Key Responsibilities

- This position may supervise IT support staff, vendors, contractors, interns, or assigned technical resources. Responsibilities may include assigning work, monitoring service levels, coaching staff, supporting performance feedback, coordinating schedules, and ensuring timely resolution of support requests.
- Administer, monitor, and maintain core IT systems, including Microsoft 365, identity and access management, endpoint security, file storage, network resources, backup processes, and related platforms.
- Ensure IT practices support HIPAA, privacy, cybersecurity, and organizational compliance requirements, including appropriate access controls, data protection, secure communications, and incident response procedures.
- Develop and maintain IT policies, procedures, user guides, knowledge base articles, and standard operating procedures.
- Maintain IT inventory, licensing records, equipment lifecycle plans, warranty information, and vendor documentation.
- Monitor system performance, troubleshoot network and connectivity issues, and coordinate resolution with managed service providers, internet providers, software vendors, and hardware vendors.
- Perform other related duties as assigned to support Community Health Connection's mission and operations.

Qualifications

Education

- Associate degree in **Information Technology, Computer Science, Health Information Technology**, or a related field required; bachelor's degree preferred.
- Equivalent combinations of education, certification, and experience may be considered.

Experience

- Minimum of three to five years of progressive IT support, systems administration, network administration, or related experience.
- Prior supervisory, lead technician, project coordination, or vendor management experience preferred.
- Experience in a healthcare, community health center, FQHC, nonprofit, or regulated environment preferred.

Compensation & Benefits

Pay Range

$28.00 - $35.00 per hour

Benefits Package

- 401(k)
- 401(k) with employer matching
- Dental insurance
- Employee assistance program
- Flexible spending account
- Health insurance
- Life insurance
- Paid time off
- Professional development assistance
- Referral program
- Tuition reimbursement
- Vision insurance

How to Apply

This is an **in-person position**. Interested candidates should submit their application along with their resume to the following: jobs@communityhealthconnection.org