



Mental Health Connecticut, Inc. is a statewide not-for-profit agency that provides direct services to adults with severe and persistent mental health conditions, presents workshops about mental health, and mounts reform efforts to help shape state policies and laws.

MHC has an immediate full-time opening for an Information & Technology Desktop Support Specialist position in the Bridgeport area. Statewide travel will be required and is an essential responsibility of the position. Frequent travel to the West Hartford office, especially during the start of employment, is required. This position will be responsible to build, configure, install, troubleshoot and repair personal computer hardware and software applications, and work with tools to track, schedule, complete, and document jobs.

Salary Range: \$21-\$25 per hour commensurate with experience. MHC offers a competitive benefits package which includes:

- Medical (Current employee coverage 80% paid for by MHC)
- Dental
- Voluntary Vision & Short Term Disability insurance
- Long Term Disability insurance fully paid for by MHC
- 403b Retirement Plan (company match is \$.50 for every dollar contributed, up to 6%)
- Paid time off (11 Paid holidays, vacation time, personal time, floating holiday time, sick time)

Reports to: Information & Technology Director

The IT Desktop Support Specialist responsibilities include:

- Provides day-to-day technical support to local and remote employees for network infrastructure and internal desktop systems software and hardware.
- Installs, configures and maintains personal computer system and application software
- Troubleshoots and resolves personal computer problems
- Works with help desk ticketing system to open, update and close tickets in a timely and complete manner.
- Communicates effectively to end users to identify response time, resolution and conveys necessary knowledge for corrective actions.
- Assists in the operation and support of other end user technology such as phones, voicemail, faxing, teleconferencing, and others.
- Ability to work under general supervision

Mental Health Connecticut, Inc. is a state-wide organization. The Information & Technology Desktop Support Specialist can anticipate the need to travel to locations throughout the state and to interact with employees, contractors, vendors, and any other people or organizations critical to the Organization's success.

Education and/or Experience:

- Bachelor's degree and A+ and Network+ certificates highly preferred
- Minimum 2 years' experience as a desktop support person.
- Knowledge of major Windows system software, Microsoft 365, and batch files.
- Hardware installation and repair experience

Certificates, Licenses, Registrations: Valid CT driver's license, auto insurance and registration.

If interested in any of these opportunities, please forward cover letter, with salary requirements, and resume to:

MHC Human Resources
61 South Main Street
West Hartford, CT 06107
Fax: 860-760-6971
hr@mhconn.org

No Phone Calls Please EOE