



Position: IT Support Specialist

Reports to: Sr. Manager, Networking

About Red Oak Sourcing:

Red Oak Sourcing is a 50/50 joint venture between two Fortune 20 companies, Cardinal Health and CVS Health. Red Oak has sole responsibility for generic pharmaceutical sourcing for Cardinal Health and CVS Health's retail division and pharmacy benefit manager - representing 85% of the pharmaceutical product volume of the two companies – making Red Oak is one of the largest generic sourcing entities in the U.S.

About our Parent companies: CVS Health - with more than 9,800 CVS retail pharmacy stores, a leading pharmacy benefit manager, and over \$175 billion in revenue - is the largest pharmacy health care provider in the United States. CVS dispenses or manages nearly 2 billion prescriptions annually. Cardinal Health, which employs 50,000 people worldwide, is a \$130 billion health care services company, providing pharmaceuticals and medical products to nearly 85% of U.S. hospitals and over 24,000 pharmacies.

Position summary:

Red Oak Sourcing is looking to fill an **IT Support Specialist** position to work primarily with our team in support of the overall Red Oak business, and our end users. This role will assist our clients both in person and remotely. This person needs to have strong critical thinking and desktop support skills as well as a passion for excellent customer service.

Qualifications:

- Foundational knowledge of basic computer operations and software applications. Comfortable with all operating systems or ability to learn these systems: Microsoft Windows OS, Microsoft Office 365, Apple iOS, etc.
- Administering AD on prem and in Azure
- Remote connection technology (VPN, RDP, VDI)
- Maintenance of system patching and updating
- Experience in working with communication software (WebEx, MS Teams, etc.)
- Mobile device management
- User access requests
- Network printing

Responsibilities:

TECHNICAL & DESKTOP SUPPORT:

- Provide user friendly, on-hand support to the users in both on premise and remotely (VPN)
- Perform analysis, diagnosis and resolution of desktop, network, and other miscellaneous hardware equipment problems for end users
- Install, configure, and support corporate mobile devices and other tech devices
- Install and maintain communication connections between workstations, printers, etc.
- Manage user access in AD, assisting with on-boarding and off-boarding as well as managing users and subscriptions in Microsoft 365 portal
- Identify, create, and maintain internal documentation and guides for ROS IT services, such as how to use/manage Outlook, Microsoft Office, and other technologies

- System analysis and troubleshooting functions as they relate to the LAN/WAN infrastructure
- Site specific projects as related to laptop and mobile phone support

ASSET MANAGEMENT:

- Deploy, repair, test, and inventory software
- Implement ROS IT enterprise images for PC's
- Install operating systems and software; patch systems and protect against viruses/malware
- Install, configure, and troubleshoot devices; utilize IT tools for remote management of laptops, track inventory, push patches and upgrades
- Maintain inventories of all ROS IT assets

EDUCATION/CERTIFICATION

- Minimum 5 years' experience or 2 years' experience with college degree
- Microsoft (Windows, Office 365, etc.) certified is preferred

OTHER REQUIREMENTS

- Ability to adhere to corporate compliance, guidelines, and policies
- Participate in supporting client's systems after normal business hours as needed (not frequent)
- Openness to cross training in other department areas
- Hybrid work environment with 3 days in the office (Tues, Wed, Thurs)

Interested? Send your resume to careers@redoaksourcing.com Please use the job position as the subject line of your email.