

Position: IT Support Specialist, IT

Reports to: Sr. Manager-Networking, IT

Red Oak is focused on the dynamic and high impact area of pharmaceutical purchasing. We are a team of industry experts, strategists, and entrepreneurial thinkers who apply innovative strategies that move pharmaceuticals to market more efficiently. As the exciting joint venture between two Fortune 20 leading healthcare companies, CVS Health and Cardinal Health, we are responsible for securing both companies' generic drug portfolios.

Red Oak seeks to add an **IT Support Specialist** to become part of our IT team and contribute to and help shape our bright future.

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.

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

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. (required)
- College degree (relevant to the role) preferred, but not required. Tangible work experience with Help Desk and/or IT Support highly preferred
- Administering AD on prem and in Azure preferred
- Remote connection technology (VPN, RDP, VDI) highly preferred
- Maintenance of system patching and updating experience preferred

- Experience in working with communication software (WebEx, MS Teams, etc.) preferred
- Experience with mobile device management, user access requests, and network printing preferred
- 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

If you or someone you know might be interested in this position, please see a member from Human Resources or follow the instructions on the referral document.