

TECHNICAL SERVICES ANALYST

The Technical Services Analyst will work as part of a team in maintaining internal and external computer hardware, operating systems, networks, configuration, connectivity, and security of data. The analyst will work with the Technical Services team on design, recommendations, development, maintenance, and support of network infrastructure and the integration to legacy systems and applications. The Technical Services analyst will work with the team in providing a stable, 24/7 production environment, and creating an environment that will accommodate growth and security. The Technical Services Analyst will also be responsible for ensuring accurate schedules and logs of operations activities, communicating changes and delays in planned schedules to affected users, and maintaining user setups, passwords, and initial menus on the AS400 and Network (ActiveDirectory) environments.

Job Responsibilities

- Provide a 24/7 stable, secure technical environment
- Assist in maintaining the health, stability, and functionality of all network connections, networking hardware, production servers, desktops, printers, scanners, and overall security of our systems under the direct supervision of the System Administrator.
- Provide suggestions and recommendations for growth and security of the systems. Participate in upgrades to hardware and software.
- Assist in the ongoing maintenance of individual workstations, telephone equipment, printers, facility security systems and system back-up systems.
- Monitor the status of all production servers daily.
- Monitor the status of security software, firewalls, switches etc. for the overall security status of the system daily.
- Maintain updated documentation on the network configuration.
- Maintain/update Disaster Recovery documents in conjunction with other IS staff members. Work with other IS staff on all hardware and software upgrades.
- Provide technical support on help desk related issues.
- Assist in maintaining records of system downtime and equipment inventory. When necessary, work with outside vendors.
- Provide input in the annual budget process
- Must be available during non-scheduled hours for installations, upgrades, or problem-solving incidents. This may involve hardware, software, or non-computer related systems. The schedule to be determined by senior management.
- Off-site access to MedBen systems (remote logins, SMS messaging, telephony, etc.) are required to be maintained.

ISO 9001 CERTIFIED

- Remotely monitor systems for issues via Remote PC and Cell Phone (which MedBen will assign once adequate training has occurred). MIS Management will assign the evenings/weekends you will be 'on call' actively monitoring the systems.
- Reconcile the EOB, check & letter counts from RevSpring monthly
- Monitor and log EDI eligibility & claim transfers that have occurred each day. Notify MIS Management if a file didn't come in as scheduled or had counts outside of the normal range. Communicate changes or delays of scheduled Operation activities to supervisors and users. Ensure scheduled activities are completed in timely manner.
- Maintain the operator's manual and emergency "hot sheet"
- Maintain AS400 and network security including adding new users, changing users when requested, and deleting/termining as instructed by Human Resources. Ensure proper security access based on job function, advise when suspicious activity is discovered, or a user's menu is not functional for their duties.
- Report monthly log of security changes Monthly report of MIS inventory items
- Provide MIS Management with written status and time recording information as requested. Must maintain detailed tracking of all equipment from the time it arrives to the time it has been left the possession of MedBen. These logs will accurately show every place the equipment has been utilized and what employees have utilized that equipment.
- Maintain a positive attitude and effective communication when working with MedBen's internal and external users.
- Perform all other duties as assigned by senior management.
- Responsible for updating ISO Documentation including work instructions in areas of responsibility.

Work Location

- Trainees will be in-office.
- When the trainee has completed their training plan and had 6 months elapsed from their date of hire, this position will be defined as Department Flex using the following criteria:
 - Up to one employee can work from home at a given time. The schedule of who is at home will be set by the System Administrator and/or MIS Management.
 - We must have in-house Tech Services Department coverage between the hours of 7am and 5pm, Monday - Friday.
 - This means that for emergencies, call-offs, etc. you may be required to come in- house on a day you would normally be scheduled at home.
 - Due to the nature of this job, if there is a system emergency, MIS Management reserves the right require this position to come into the office on a day that you are normally scheduled to work from home.
 - The Technical Services analyst that has the on-call duty must be located within 45 minute commute to the office.

Job Responsibilities

- Must be able to lift, carry and move PC's, monitors, servers, and network equipment.
- Must be able to pull wire both in ceilings and at baseboard level.

Placement Criteria

- Previous work experience in the area of Help Desk, Technical Support and Network Administration is preferred.
- High-School diploma is required.
- CompTIA, Cisco, and/or Microsoft Certifications a plus Strong verbal and writing skills.
- Strong problem-solving and communication skills.
- Must be customer-oriented and able to adapt to MedBen's corporate culture.
- Must be available to work evenings and weekends as required for on-call monitoring, installations, upgrades, or problem resolution.
- Must demonstrate ability to meet deadlines.

If you have any questions regarding a specific job position or completing the [MedBen Employment Application](#), please contact MedBen Human Resources Director Diana Vlachos at (740) 522-7391 or dvlachos@medben.com.

MedBen is an equal opportunity employer, and we consider applicants for all positions without regard to race, color, religion, gender, national origin, age, marital or veteran status, the presence of a non-job related medical condition or disability, genetic information or any other legally protected status.