

Position Description

Position Title: Technical Services Analyst I
Department: MIS
Position Location: In-house

Date: May 2026
Reports to: System Administrator
Position Classification: Salary, Exempt

JOB SUMMARY

This position is responsible for maintaining a secure, 24/7 stable technical environment for internal and external computer hardware, operating systems, networks, configuration, connectivity, and security of data.

SPECIFIC DUTIES

- Maintain the health, stability, and functionality of all network connections, network hardware, production servers, desktops, printers, scanners, and system security
- Monitor the status of security software, firewalls, switches, production servers, daily EDI and other files
- Provide technical support on Help Desk-related issues, complete processes for new or changed user system access, and track user-issued equipment
- Complete ongoing maintenance of individual workstations, telephone equipment, printers, security systems, and back-up systems
- Maintain documentation of network configurations, Disaster Recovery, equipment inventory, and system downtime
- Complete installations and upgrades, as assigned along with daily, weekly, or monthly reporting
- Maintain off-site access (remote logins, SMS messaging, telephony etc.)
- Update ISO work instructions for area of responsibility and provide feedback on operational efficiency
- Other duties and special projects as assigned

PREFERRED KNOWLEDGE, SKILLS, AND EXPERIENCE

- 2 or 4-year degree in Computer Science, Computer Information Systems, or equivalent work experience preferred or equivalent work experience in the area of Help Desk, Technical Support, and Network Administration
- CompTIA, Cisco, and/or Microsoft Certifications a plus
- Customer-oriented with the ability to successfully analyze, problem-solve, and trouble-shoot
- Effective communication skills with ability to adjust style to meet end user needs
- Effective time management and organizational skills to meet deadlines
- Ability to work independently and within a team as needed

SCHEDULE AND REQUIREMENTS

Individual team member schedules vary in order to cover department hours of 7 am – 5 pm Monday – Friday. Periodic evenings and weekends as required for on-call monitoring, installations, upgrades, or problem-resolution.

Individuals must be able to lift, carry, and move PCs, monitors, servers, and network equipment as well as pull wire in ceilings and at baseboard level. Remote PC and cell phone use for on-call monitoring provided by MedBen.

If you have any questions regarding a specific job position or completing the [MedBen Employment Application](#), please contact MedBen Human Resources Manager Jill Evans at (740) 522-7382 or medbenhr@medben.com.

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