IT SUPPORT SPECIALIST – TIER I
Full-time

Posting Number:	HR071111	**Posting Date:**	November 10, 2026	**Date Available:**	Immediately

Position Summary:	The IT Support Specialist serves as the frontline operational support resource for end-user technology, healthcare technology equipment, and day-to-day technical support activities across the organization.
Essential Job Duties:	Provide frontline support for desktop PCs, laptops, printers, scanners, thin clients, peripherals, mobile devices, Microsoft 365 support, and operational healthcare technology. Troubleshoot hardware, software, device, and workflow issues. Support onboarding and offboarding activities including account setup, MFA setup, hardware deployment, and application access support. Support device imaging, deployment, replacement, operational readiness, and inventory tracking activities. Conduct operational walk-throughs and proactive rounding to identify operational concerns, equipment issues, and workflow disruptions. Assist with preventative maintenance and operational readiness activities. Prioritize assigned tickets, support requests, operational tasks appropriately, and proper documentation for all work performed. Maintain communication with users, leadership, and operational IT staff regarding support requests and operational concerns. Escalate infrastructure, cybersecurity, and operational concerns appropriately. All other duties as assigned.
Qualifications:	**Required:** Minimum of high school diploma or equivalent. Experience supporting PCs, scanners, printers, Microsoft environments, and end-user operational support. Strong customer service skills and communication skills. Basic troubleshooting and operational support experience. Experience with end-point deployment automation and with telecom deployment. Current BLS/CPR. **Preferred:** Healthcare IT experience. Critical Access Hospital or rural healthcare experience. Microsoft 365 support experience. Basic networking or infrastructure understanding COMP TIA A+ certification.

Position Wage Range:	MIN:	$27.69	MAX:	$38.18	Exempt/Non-Exempt:	Hourly (non-exempt)	
Differentials:	Nights:	$5.00/hour	Weekend:	$2.50/hour	Low Census/On-Call:	$4.00/hour	
Schedule:	Days:	Mon – Fri (including shared rotating on-call coverage)			Hours:	8:00 am – 4:30 pm	
Department/FTE:	Information Technology		FTE:	1.00 FTE/40 Hours per week	Benefit eligible?	Yes	
Position Attire:	☒ **Business Casual/Office – Professional**		☒ **Casual or clothing suitable for manual work, when required.**				
Benefit Summary: **Insurance benefits become effective the first of the month following hire date.**	*Benefits include Group Medical (employee's premium is paid by the hospital); voluntary plans for Dental & Vision offered. Dependent coverage is also available. Employer-paid basic plans for Life, Long-Term Disability, & Short-Term Disability with buyup options available. Voluntary Life with guaranteed issue. HSA & FSA plans are offered. A complimentary 24/7 Employee Assistance Program (EAP) for all staff is available.*						

INTERESTED CANDIDATES – PLEASE APPLY		HR USE ONLY
MAIL OR APPLY IN-PERSON:	Three Rivers Hospital Human Resources Department PO Box 577 507 Hospital Way Brewster, WA 98812 (509) 689-2517	
APPLY ONLINE:	www.threerivershospital.net	
HR CONTACT EMAIL:	opportunity@trhospital.net	
Three Rivers Hospital is an equal opportunity employer.		

Physical Requirements:	Please see full Job Description in Human Resources

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