**Desktop Support Engineer**

**What are We About**

At Patina, we believe everyone should have the opportunity to live their best lives and age with dignity. That’s why we’re reinventing primary care with an approach that’s purpose-built for older adults and their families. Our care model is centered around the needs of the individual, and available right where they live, with comprehensive and convenient in-home and virtual care options. We enable our world-class team of clinicians and care team members with elegant, human-centered technology and tools, so they can spend more time doing what they do best: building trusted relationships and delivering great care.

Working at Patina is special. We respect each other, seek out and welcome others’ perspectives, and push ourselves to grow and innovate so that we can deliver exceptional experiences to those we serve. We balance humility with confidence, and we’re looking for change-makers who bring the heart and audacity to help us **profoundly improve the healthcare and aging experience for older Americans.**

**What Makes You Uniquely Suited to work at Patina Healthcare**

The Desktop Support Engineer at Patina Healthcare will support both remote and onsite teammates. This is the perfect role for someone who is wired for service and you see your role connected to serving those who are providing care to our patients!

As the first hire for the Service Desk team you are the first impression for users and will work to resolve issues through multiple channels such as chat, email, in person and phone. This role is ideal for someone who has an excellent understanding of how computers and associated technology work together. As well as possess the ability to happily and patiently walk teammates through problem solving processes while listening, asking questions and working to analyze and isolate issues.

We favor hard work and attention to detail over experience and need someone who has a great personality to help build our Service Desk team. You will be presented with a unique opportunity to work on and lead several high-profile IT Department projects and initiatives, as well as be a part of creating an awesome culture and Service desk team. You will be part of a dedicated executive support team that provides high quality service, consistent messaging, and dynamic support. Sharing knowledge with our executive employees, helping them to use technology to power their productivity.

**What You Get to Do**

- Establish and document our IT and helpdesk support processes
• Ensure the security of our systems through applications, processes and user education
• Manage a fleet of office-based and remote laptops and tablets via mobile device management best practices
• IT equipment and software installation, maintenance, and support for both on-site and remote employees
• Unboxing, setup, configuring, and installation of new hardware
• Maintain audio-visual equipment
• Proactively look for opportunities to increase team productivity
• Secure disposal of old equipment to industry standards
• Troubleshoot basic LAN/WAN routing hardware
• Warranty transactions
• Use technical and soft skills to diagnose and troubleshoot IT challenges ranging from OS to application level — from set-up and education of new users, to assisting colleagues with questions on the use of company hardware and applications

What is Required

• 3 years experience with Mac and PC technical support
• 3 years experience working in a heavily SaaS based environment with responsibility managing user/role based access to systems
• Experience with Jamf Pro and supporting Google Workspace, AWS, Windows 10, MacOS
• Knowledge with basic scripting/automation and basic networking support
• Ability to think logically and have good judgement
• Ability to consider security implications when configuring systems
• Ability to provide excellent customer service in-person and over the phone
• Ability to communicate with others and help them use their equipment.
• Aptitude to multitask, with strong attention to details and quality
• Excellent verbal and written communication skills
• Flexible for early morning coverage and some late evening support
• High level of integrity and ability to work discreetly in situations where you may have access to sensitive information
• Self-starter with initiative and a high ‘figure it out’ factor
• Other duties as assigned

Physical Requirements

Ability to push, pull and lift up to 60 lbs
Ability to crouch beneath desks for workstation installation

Location Requirements

A commutable distance for daily travel into our headquarters in Bala Cynwyd.

What Would be Great to Have

• Worked in a startup that’s grown from 20->100 employees. (preferred)
• Experience supporting healthcare IT or other regulated environments
• Bachelor’s Degree in Computer Science or similar concentration

What Patina Offers
• Amazing, mission-based culture, with a highly talented team of less than 50
• Remote work
• Medical, Dental, & Vision Insurance
• Competitive PTO
• Compensation in cash and equity in a start-up backed by top tier VCs
• An environment where you can learn, grow your skills, financial wellness, and change the world.

*Patina is an equal opportunity employer and values diversity. We do not discriminate based on race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.*

For more information, please contact Talent at *talent@patinahealth.com*