

**MPRO**  
**INTERNAL POSITION POSTING**

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**INFORMATION TECHNOLOGY-SUPPORT TECHNICIAN**

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**Date Posted: 2/18/2010**

**Available: immediately**

**Date Closed: When Filled**

**Internal Posting Dates: 2/18/2010-2/24/2010**

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MPRO is a private nonprofit organization that is nationally recognized for providing innovative, comprehensive quality improvement. As the federally designated Quality Improvement Organization (QIO) for Michigan's Medicare program since 1984, MPRO's experience extends across all aspects of the health care industry, including managed care organizations (MCOs), hospitals, physician offices, nursing homes, and home health agencies.

MPRO has a position available for a full time Support Technician for our IT Department. This position is for an individual that has excellent skills in Windows, MS Office, Active Directory, MS Exchange, Network troubleshooting. Experience with PHP coding and understanding of RDBMS concepts is a plus.

**Additional Responsibilities Include:**

- Manage the Help Desk through first level technical support for Office Automation applications, email, internet access and networked desktop hardware, in addition to custom applications.
- Install, maintain and support microcomputer software and hardware and peripherals as necessary.
- Troubleshoot desktop hardware and software issues.
- Troubleshoot server and network issues.
- Provides remote application support in a corporate environment.
- Providing the phone support to the external customers.
- Support the Developers in software programming when needed.

**Requirements**

- Associates Degree in Information Technology or equivalent work experience required.
- Technical Training and certifications preferred.
- Strong working knowledge of supported applications and hardware required.
- Excellent customer service skills.
- Experience with Windows, Active Directory and MS exchange required.
- Understanding of advanced software features and capabilities.
- Competent administrative and troubleshooting skills.
- Ability to work effectively in both a team environment and independently.
- Experience with PHP programming and RDBMS concepts preferred.
- Rotation in weekend on call coverage required.

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We offer our employees excellent benefits and a team-based work environment. MPRO is an AA-EEO employer and is committed to a diverse workforce. All MPRO employees must be authorized to work in the USA and have current immigration paperwork. MPRO does not sponsor employees needing Immigration Status.

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**Department:** Information Technology

**Status:** Exempt

**Reports To:** Director of IT

**EEO Code:** Technical

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**Please send resume and cover letter to Human Resources**

**Fax: 248-305-7087/email: [hr@mpro.org](mailto:hr@mpro.org)**

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