

## JOB DESCRIPTION

### Position Title: Tech & Operations Intern

The Network for Regional Healthcare Improvement (NRHI) is a national member organization of regional healthcare improvement collaboratives (RHICs) and state/regional partners across the United States. These multi-stakeholder organizations work in their regions and collaborate across regions to transform the healthcare delivery system to improve the patient experience of care, including quality and satisfaction; improve the health of populations; and reduce the per-capita cost of healthcare.

### Position Summary

This is a temporary internship position reporting to the technical lead, HealthDoers Network supporting basic hardware and software troubleshooting, maintenance of the HealthDoers online learning community and CRM.

### Responsibilities:

Basic helpdesk:

- Able to answer questions/troubleshoot Windows 10, Office 365, SharePoint
- Hardware troubleshooting – basic break/fix support
- Network troubleshooting – wifi support

Microsoft Office 365 and SharePoint:

- User account management
- Access from Windows

Video conferencing:

- Addressing questions related to ZOOM videoconferencing software

Operations support:

- Provides support for CRM maintenance, reporting and other operations support as needed

### Requirements:

- Bachelor's Degree, or current student preferred
- Minimum one to two years supporting others
- Knowledge of Windows 10, Office 365 and SharePoint required
- Experience troubleshooting network and hardware issues
- Experience with ZOOM or similar videoconferencing
- Proficient in Excel and Word
- Ability to operate in a fast-paced environment
- High level of professionalism
- Knowledge of healthcare industry is a plus, but not required

Qualified candidates please submit your resume, cover letter and complete our application via the careers section of our website <http://www.nrhi.org/about-nrhi/careers/>.

NRHI is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, or protected Veteran status.

Location: Portland, Maine