ARKANSAS HEALTH INSURANCE MARKETPLACE
Network Support Engineer
JOB DESCRIPTION

The Arkansas Health Insurance Marketplace (AHIM) was created to manage and implement a state-based health insurance exchange in Arkansas in accordance with state and federal law. AHIM was established by the 89th Arkansas General Assembly 2013 Regular Session by ACT 1500 and is a nonprofit public benefit corporation.

Position Title: Network Support Engineer

Reports To: IT Manager

Position Summary:
AHIM is seeking an experienced Network Support Engineer to support hardware and software related initiatives for AHIM. The candidate will be responsible for proactively maintaining a variety of computer and software systems and other technologies in a primarily Microsoft environment, implementing new initiatives, and providing internal IT support as needed.

Duties:
- Troubleshooting, maintenance and setup of company equipment, including Windows machines, iPads, iPhones, servers, projectors, routers, and firewall/security systems
- Maintain a thorough understanding of the basics behind the Internet and its workings (DNS, Security, IP Routing, HTTP, VPN, Email Routing, SPAM, etc.)
- Configure and setup Firewalls, VPN Concentrators and Security appliances for access to vital business applications
- Design, setup and configure complex wireless networking that supports open or secured access and the ability to support voice and video applications
- Maintain a thorough understanding of Local Area Networking
- Configuring and installing client and server network software for upgrading and maintaining network and telecommunication systems
- Responding to inquiries from staff, administrators, service providers, site personnel and outside vendors to provide technical assistance and support
- Troubleshooting malfunctions of network hardware and software applications, telephones and security systems to resolve operational issues and restore services
- Maintain standards/controls for additional devices and software coming on the network
- Interface with outside vendors including telecommunications and software providers to ensure smooth operation of all company IT structures
- Ability to understand infrastructure and tools used and be able to recommend solutions and improvement for organization wide applications
- Any other duties as assigned by management

Qualifications and Educational Requirements:
- Bachelor's degree from an accredited college or university or have 5 – 10 years of comparable work experience
- 2 – 5 years of experience with Windows Operating Systems
- 2 – 5 years of experience with various routers, switches, and firewalls
- Technical, analytical and interpersonal skills required

- SQL experience a plus
- Knowledge of VoIP implementation and support
- Maintain network security through proper configuration of VPN and Firewalls
- Ability to communicate in an understandable, polite and friendly manner, both written and verbal
- Strong organizational skills and ability to multi-task in a small business environment
- Availability in response to needs of the customer for installation, maintenance and equip malfunctions
- Experience configuring and troubleshooting Exchange mail servers & Outlook 365
- Experience performing typical desktop set up and maintenance tasks for an organization
- Experience managing and configuring iPads at an organizational level
- Must work well within a team and within a fast moving environment
- Ability to prioritize, work on tight deadlines and work on multiple projects
- Knowledge of healthcare and experience in health insurance or health care policy preferred, but not necessary
- Knowledge of the Affordable Care Act preferred, but not required
- Excellent judgment, the ability to communicate openly among colleagues at all levels, a "hands-on" approach, and the ability to think strategically and produce strong results

Please send cover letter and resume in .pdf format to Employment@ARMarketplace.com by 5:00pm CST on September 2, 2016 with "Network Support Engineer" in the subject line.