



Join a Thriving, Physician-Led GI Practice

Are you an experienced IT professional with strong problem-solving skills and a passion for providing exceptional technical support? Join our growing, privately owned gastroenterology practice—not hospital-owned—where your technical expertise, reliability, and commitment to excellent service are truly valued.

Our large, well-established GI practice operates multiple clinical offices and state-of-the-art endoscopy and infusion centers throughout the Upstate, all dedicated to providing high-quality, compassionate patient care. As an IT Support Specialist, you will play an important role in keeping our technology systems running smoothly and ensuring our physicians, clinical teams, and administrative staff have the technical support they need to deliver exceptional patient care. The IT Support Specialist will provide day-to-day technical support across the organization, including troubleshooting hardware, software, network, and user-access issues; setting up and maintaining computers, peripherals, and other technology equipment; assisting users with technology-related questions; and supporting the implementation and maintenance of IT systems and applications. This position will work closely with clinical and administrative teams to identify and resolve technical issues, minimize disruptions, and help ensure a reliable and secure technology environment.

The ideal candidate is dependable, detail-oriented, organized, and comfortable working in a fast-paced healthcare environment. Strong communication, customer service, troubleshooting, and problem-solving skills are essential, along with the ability to prioritize multiple requests and effectively support users with varying levels of technical experience. Previous experience providing IT help desk or desktop support, managing Microsoft environments, troubleshooting hardware and software, or supporting healthcare technology systems is preferred. We are seeking a dedicated IT professional who will actively support our providers and team while aligning with our Mission, Vision, and Values. The ideal candidate understands that effective IT support is ultimately about supporting our people and helping our organization provide a positive experience for every patient.

Our Comprehensive Benefits Package Includes:

- **Medical, Dental, Vision, Life, and Disability Insurance**
- **HSA and FSA options**
- **Competitive retirement plan** with 401(k) and Roth options, **3% employer match**, plus annual discretionary employer contributions
- **Generous PTO program:**
 - o 3 weeks your first year
 - o 4 weeks after one year
 - o 5 weeks after five years
 - o 6 weeks after ten years
- **8 paid holidays** (no PTO usage required)
- **\$250 annual uniform allowance**

If you are looking for a long-term career with a respected GI practice that values both excellence in patient care and employee well-being, we would love to meet you.

Job Description

Job Title: IT Support Specialist
Department: IT
Reports To: IT Manager
FLSA Status: Exempt
Updated On: September 24, 2026

Job Summary

This position entails work in the designing, training, implementation, troubleshooting and evaluation/revision of our EHR-related products/services and to be IT support for all providers and staff. The candidate shall have a good understanding of or ability to learn clinical workflows with a preferred, but not required, clinical background. Must be proficient in the use of computers and able to effectively communicate and train end users in the use of our practice systems.

Essential Duties and Responsibilities

Include the following:

- Design, troubleshoot, and maintain EHR templates, documents, macros, and software interfaces.
- Support data extraction and reporting for St. Francis and Prisma Accountable Care Organizations and assist with MACRA/MIPS requirements.
- Collaborate with EHR, patient portal, Capsule Endoscopy, laboratory interface, and other vendors to resolve software and hardware issues.
- Train physicians, APPs, and staff through individual and group sessions; develop training materials and adapt instruction to different learning needs.
- Troubleshoot patient portal issues, including assisting patients and supporting frustrated end users with patience and professionalism.
- Maintain HIPAA compliance, patient confidentiality, and system security.
- Provide IT support, including user account management, password resets, network and Exchange access, printer/scanner issues, phone systems, computer setup, hardware/software troubleshooting, and connectivity issues.
- Analyze and redesign workflows, support process improvement, and assist with application standardization, integration, optimization, testing, and implementation across multiple facilities.
- Serve as an application subject matter expert and assist with service desk tickets, application audits, facility rounding, and issue escalation.
- Collaborate with departments and facility resources to develop best practices, identify trends, and improve operational efficiency.
- Assist the IT Supervisor with policies, procedures, training, and process improvement initiatives.
- Support new application implementations and provide technical expertise across facilities.
- Participate in occasional evening/weekend training, testing, implementations, rotating on-call coverage, and travel between practice locations or for training as needed.
- Perform other duties as assigned.

Required Skills/Abilities

- Excellent verbal and written communication skills.
- Excellent interpersonal, negotiation, and conflict resolution skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Ability to prioritize tasks and to delegate them when appropriate.
- Ability to act with integrity, professionalism, and confidentiality.
- Proficient with EHR/EMR related products.

- Regular travel to office and center locations.
- Knowledge of basic networking and personal computer operating systems including Windows 10, Windows 11, Windows Server 2012, Microsoft O365 Management, Exchange Management, DHCP, DNS, Active Directory, and VMware.
- Knowledge of basic system security and understanding of laws and regulations related to this position.

Education and Experience

- Bachelor's Degree Preferred, or equivalent work experience.
- 3+ years of general work experience (IT or healthcare experience preferred).

Physical Requirements

The physical requirements listed below are representative of those necessary to perform the essential functions of this position. Reasonable accommodations may be made to enable qualified individuals with disabilities to fulfill the requirements of this role.

- Prolonged periods of sitting at a desk and working on a computer.
- Ability to sit, stand, talk, and listen.
- Manual dexterity.
- Ability to lift 25 pounds as needed.
- Ability to access and navigate the call center work area and related department locations.