



PARTNERSHIP HEALTH CENTER, INC.
invites applications for the position of:

Help Desk Specialist

SALARY: \$25.07 Hourly (Grade 9)

OPENING DATE: 01/20/2026

CLOSING DATE: 02/02/2026 05:00 PM

BARGAINING UNIT: This position will be covered under a Collective Bargaining Agreement (CBA) once negotiations are complete. Until then, the role will follow current organizational policies and procedures.

SCHEDULING/HOURS OF WORK: Regular, Full-Time, 40 Hours Per Week

Located halfway between Yellowstone and Glacier National Parks and home to the University of Montana, Missoula is an academic center situated in an outdoor enthusiast's paradise. Depending on the season, you can hike, ski, fish, float rivers, ride mountain bikes, or just sit back and marvel at the surrounding scenery. Join us in scenic, sophisticated, and service-oriented Missoula!

Partnership Health Center (PHC), 2019 and 2022 winner of the Employer of Choice Award for Missoula, and 2022 winner of the Montana Employer of Choice Award, offers impeccable, integrated services to over 18,000 individuals and families. A 14-site, Federally Qualified Health Center in Missoula County, PHC fulfills its mission through the provision of a full range of primary care services - medical, dental, behavioral health, and an on-site pharmacy with a dedication to attending to the social determinants of health. Please visit our [website](#) to see the amazing benefits you will receive by joining our team such as medical (no cost for employee), dental, and vision insurance, loan forgiveness, retirement plan contributions, and generous paid sick and vacation time.

DEFINITION:

Provides technical computer hardware and software application support to Partnership Health Center (PHC) computer end-users for the Health Information Technology (HIT) Department. Performs technical operating system support on the local area network.

REPRESENTATIVE EXAMPLES OF WORK:

ESSENTIAL DUTIES:

Provides support to internal computer end users by responding to telephone, email, trouble ticket and other requests for software and technical support in accordance with established help desk policies and procedures.

Troubleshoots problems with computer systems, including hardware and software. Identifies solutions to work around issues that are under investigation or pending resolution.

Researches issues, identifies solutions, and resolves end user's problems and follows escalation procedures for issues to appropriate HIT staff.

Documents, tracks, and monitors problems to ensure a timely resolution. Records call resolutions in the trouble ticket database. Prepares reports and correspondence as needed.

Configures, installs, and updates desktops, laptops, peripherals, networks, and related software.

Communicates with end users to ensure expectations are managed in relation to the HIT Department's ability to respond and resolve problems.

OTHER DUTIES:

Performs related duties as required or assigned.

SUPERVISION RECEIVED: Works under direct supervision of the Help Desk Supervisor.

SUPERVISION EXERCISED: None. Provides cross-training and direction to the information systems staff in software applications for PC's.

WORKING RELATIONSHIPS: Has numerous contacts with personnel at all levels in all PHC departments on specialized, technical matters for the purpose of planning, training, coordinating and advising on work efforts and resolving operating problems.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

KNOWLEDGE: Considerable knowledge of personal computer hardware, communication and interconnectivity issues and imaging concepts and equipment. Considerable knowledge of Windows operating systems and Microsoft Office products. Working knowledge of local area networks including network operating systems, system management and installation application software in a networked environment. Working knowledge of online technical resources. Working knowledge of current Information Security Best Practices. Working knowledgeable in ITIL framework including Service, Problem, and Change Management. Working knowledge of the principles and practices of HIPAA compliance. Working knowledge of the PHC Corporate Compliance Guidelines.

SKILLS: Skill in the use and support of email, database, spreadsheet and word-processing software in Windows including but not limited to Word, Excel, and Access. Skill in troubleshooting computer hardware and software problems.

ABILITIES: Ability to provide excellent customer service. Ability to communicate effectively in the English language, orally and in writing, with both technical and non-technical users from all levels of the organization. Ability to establish and maintain effective working relationships. Ability to research and resolve technical problems. Ability to plan, prioritize, and complete multiple projects independently and to work with minimal supervision. Ability to establish objectives and develop work plans in accordance with the overall goals of the HIT Department.

MINIMUM QUALIFICATIONS:

An equivalent combination of education and experience may be considered.

EDUCATION: Requires an Associate's degree in computer technology or a certification from a recognized computer maintenance training program.

EXPERIENCE: Requires one year of experience providing technical support in a network and application environment.

SPECIAL REQUIREMENTS: Requires immunizations or proof of immunity to certain infectious diseases and a TB test. New employees will be asked to volunteer vaccination status for required vaccines upon hire and will be offered assistance during hiring to receive necessary immunizations. Employees who have not received the vaccines required for their positions or who are unwilling to voluntarily provide vaccination status for required vaccines will receive a reasonable accommodation where such accommodation does not require an undue hardship or endanger the health or safety of any person. Requires passing a criminal background check, including fingerprinting.

PHYSICAL/ENVIRONMENTAL DEMANDS:

Work is commonly performed in an office setting. Requires light physical activity with occasional stooping, bending, climbing ladders and moderate lifting (21-50 pounds). May require carrying a cell phone. The work is performed in a medical office setting and may expose the employee to communicable diseases. This position is not eligible for full-time remote work. This position may include nights, weekends, and periodic on-call shifts.

TO APPLY:

- **Please email your interest in the position to PHCHR@phcmt.org.**
- **Please include in your email the following attachments: Cover Letter, Resume, and copy of valid MT Driver's License. Please address in your Cover Letter what interests you in working at PHC.**
- **Incomplete applications will be disqualified.**