



IT SUPPORT SPECIALIST

Full-Time | Onsite | 4-Day Workweek (32 Hours)
\$28.00 – \$37.95 hourly (approximately \$59,592.00 – \$63,148.80 annually)



Work that supports access to care - on a schedule that respects your life.

At Addictions Recovery Center (ARC), reliable technology helps our teams stay connected, work efficiently, and focus on what matters most -providing exceptional care and support to the people we serve.

As an IT Support Specialist, you play an essential role in keeping that technology working. From troubleshooting everyday hardware, software, and network issues to supporting our Electronic Health Record systems, you'll help ensure staff across ARC have the tools, access, and technical support they need to do their jobs effectively.

Your work will reach across the organization. You'll solve problems, support users, manage accounts and access, assist with technology upgrades and new implementations, and help staff feel more confident using the systems they rely on every day. Whether you're resolving a service request or responding to an unexpected outage, your responsiveness and problem-solving help keep ARC moving.

Join a collaborative environment where your technical skills, curiosity, and commitment to great customer service directly support the people doing life-changing work throughout our community.

Why You'll Love Working at ARC

- A true four-day, 32-hour workweek that supports real work-life balance.
- Work that connects you across the organization—supporting staff, systems, and technology at ARC locations.
- A collaborative environment that values responsiveness, problem-solving, and great customer service.
- Opportunities to contribute to technology upgrades, new implementations, and projects that improve how ARC works.
- Meaningful work where keeping technology running smoothly helps your coworkers stay focused on providing exceptional care.



IT SUPPORT SPECIALIST

What You'll Do

Your day-to-day work centers on keeping ARC's technology running smoothly - solving problems, supporting staff, maintaining access, and helping ensure the systems our teams rely on are secure, efficient, and dependable.

On a typical week, you will:

- Troubleshoot hardware, software, network, and system issues across ARC locations
- Set up and manage user accounts, permissions, access, passwords, and account recovery
- Manage service requests and technical issues through the IT ticketing system
- Support ARC's Electronic Health Record (EHR), including troubleshooting, testing, and user assistance
- Provide IT orientation for new hires and ongoing technology training and support for staff
- Help employees navigate email, software applications, IT systems, security practices, and everyday technology challenges
- Support technology upgrades, migrations, and new system implementations
- Maintain accurate documentation of IT assets, user permissions, service issues, and solutions
- Coordinate with outside vendors to troubleshoot hardware and software issues
- Respond to outages and IT emergencies to minimize disruption to ARC operations
- Travel between ARC locations as needed to provide hands-on technical support

This role is part of a collaborative environment where responsive support, clear communication, and practical problem-solving help ensure ARC staff have the technology and tools they need to do their work effectively.

If you enjoy solving problems, helping people, and being the person others can count on when technology gets complicated, your work will keep teams connected, systems running, and staff focused on what matters most—supporting the people ARC serves.



When technology works the way it should, ARC teams can stay connected, work efficiently, and focus their attention on the people they serve. Your support helps make that possible.

Read on to see how this role could be the right fit for you.

IT SUPPORT SPECIALIST

What We're Looking For

We're seeking an IT Support Specialist who is technically capable, responsive, and solutions-oriented - someone who enjoys troubleshooting problems just as much as helping people solve them.

This role requires someone who can move comfortably between systems and people, communicate technical information clearly, and stay organized when multiple requests compete for attention. You understand that great IT support isn't just about fixing technology - it's about helping coworkers get back to doing their best work.

Required Qualifications

- Proficiency in troubleshooting hardware, software, and network issues
- Strong understanding of IT systems, applications, and data security
- Experience working with Electronic Health Record (EHR) systems and related software
- Strong communication and interpersonal skills, with the ability to support users with varying levels of technical experience
- Ability to manage multiple requests, troubleshoot effectively, and prioritize competing needs
- Customer-focused approach with a proactive, positive attitude
- Basic knowledge of IT policies, security practices, and industry best practices
- Ability to document technical issues, solutions, system access, and IT assets accurately
- Ability to travel between ARC locations as needed to provide onsite support



Preferred Qualifications

- Associate's degree or higher in Computer Science or a related field
- Relevant education, training, or experience that demonstrates the ability to perform the essential functions of the role
- Experience providing technical support in a healthcare, behavioral health, or similar environment
- Experience supporting user accounts, permissions, and access controls
- Experience with ticketing systems and end-user technical support
- Experience supporting technology upgrades, migrations, testing, or new system implementations
- Bilingual (Spanish/English) or experience working with diverse populations

The Qualities That Will Help You Thrive

- **Solutions-oriented** - you troubleshoot problems and follow them through to resolution
- **Service-minded** - you make technical support helpful, approachable, and positive
- **Clear communicator** - you make technical information easy to understand
- **Organized** - you manage competing requests and priorities effectively
- **Collaborative** - you work well with teams, coworkers, and vendors
- **Adaptable** - you navigate changing technology and priorities with ease
- **Dependable** - you respond quickly and follow through when help is needed
- **Mission-aligned** - you know reliable technology supports great care

COMPENSATION & BENEFITS

At ARC, we believe caring for others starts with caring for our team. We offer a comprehensive, people-first benefits package designed to support your health, financial wellbeing, and work-life balance.

Compensation

- \$28.00 – \$37.95 hourly for a 32-work week
- Equivalent to approximately \$59,592.00 – \$63,148.80 annually, not including any additional hours worked

Work-Life Balance

- Four-day workweek (32 hours) for all ARC staff
- 10 paid holidays each year (many convert to floating holidays if worked or if they fall on your regular day off)
- Vacation and sick time begin accruing immediately, with up to three weeks of vacation and two weeks of sick time earned during your first year

Health Coverage (ICHRA Model)

- As a full-time employee, you will be eligible for benefits on the first day of the month following your first 30 days of employment.
- ARC provides health coverage through an Individual Coverage Health Reimbursement Arrangement (ICHRA), which allows you to choose the individual health insurance plan that best fits your needs. For most employees, the majority of available plans are fully covered by ARC.

Employer-Paid Benefits

- Dental and vision coverage at no cost to you
- Family dental and vision included at no additional cost
- Long-term disability insurance
- Oregon Paid Leave coverage
- Basic life insurance equal to 1x your annual salary (no cost to you)
- Employee Assistance Program
- On-site employee support groups

Optional Voluntary Benefits

- Flexible Spending Accounts (FSA)
- Supplemental life insurance
- Critical illness and accident coverage
- Mercy flights ambulance household memberships
- Pet insurance discounts

Retirement & Financial Wellness

- 401(k) retirement plan with immediate vesting and employer match
- ARC qualifies as a Public Service employer for student loan forgiveness programs

