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*Your knowledge of the mysteries of the cyberspace dimension  
is a force for good! Work with us to use your skills to impact  
rural health care across the nation.*

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## IT Analyst

We are a growing national non-profit based in Canal Park, Duluth, MN that offers its employees a breathtaking view of Lake Superior, continuous professional growth, world-class technology support for remote workers and a generous, comprehensive benefits package all within a collaborative team environment.

## About The Position

We're looking for an IT Analyst. The pay range we're offering is competitive to national non-profits. We offer our employees the opportunity to work for a truly mission driven organization with colleagues who are passionate about rural health care transformation.

The IT Analyst is a full time, exempt position with a comprehensive benefits package. The IT Analyst is a highly skilled professional with outstanding technical, organizational, and communication skills.

The IT Analyst focuses on maintaining The Center's technology infrastructure, including staff workstations, cloud-based systems, and related components. They are responsible to train internal and external end users, develop processes, and create educational resources to support technology systems.



## About You

If the above interests you, we want to hear from you! We hope you have at least an Associate's degree but if not and you have equivalent experience in computer science or information technology related field you will be considered. Additionally, we are looking for someone with two years of experience working with enterprise level technology solutions.

Some of your key attributes should be technical skills, systems planning, proactive problem solving, critical thinking, and team collaboration.

To be successful in this role you will have:

- Ability to administer Microsoft Azure AD environment, including Microsoft Endpoint Manager.
- Knowledge of Microsoft cloud technology including Microsoft 365, Azure, Exchange, SharePoint, and Teams.
- Strong knowledge and ability to support Microsoft Office applications.
- Ability to develop scripts or utilize tools that reduce manual work (e.g. Microsoft Intune, Kaseya, Microsoft 365 Compliance Policies).
- Experience utilizing tools to access or troubleshoot remote systems.
- Network knowledge sufficient to liaison with internet service provider or network operations center staff. Ability to troubleshoot and resolve network connectivity issues.
- Knowledge of identity and access management discipline and related concepts.
- Experience utilizing VoIP solutions (e.g. UC-One, Vonage) and online meeting platforms (e.g. Zoom, GoToMeeting).

## About The Center

The IT Analyst will work primarily in an office setting either on site at the Duluth office location or in a home office environment.



Some projects or responses to outages require work outside of normal business hours. This position requires the ability to periodically commute to The Center's office in Duluth, MN.

Employees at The Center enjoy a casual, friendly, supportive work environment focused on important, innovative work.

Our employees agree:

*"Thank you for being such a wonderful place to work!"*

*"Overall, The Center is the best work environment I've experienced, and I appreciate the leadership team's commitment to continuous improvement."*

*"I love The Center, all that they do for moving healthcare forward in this country and all that they do for their employees."*

The Center has offices located in the Historic Canal Park neighborhood of Duluth, MN on the shores of Lake Superior, just feet from the iconic Aerial Lift Bridge. The Center promotes a supportive and positive workplace culture by providing a healthy work/life balance and focusing on a holistic approach to employee well-being.

## EEO Statement

The National Rural Health Resource Center is an equal opportunity employer. We celebrate diversity and are committed to fostering an accountable workplace culture committed to diversity, equity, inclusion and anti-racism.

## Diversity, Equity, Inclusion and Anti-racism Position Statement

The Center is committed to DEI and anti-racism. We create an environment that reflects the communities we live in and serve; a place where everyone feels accepted and empowered to be their full, authentic selves; and where everyone belongs.



We understand the impact of and seek to defeat racism and discrimination in ourselves, our workplace, and the world. This guides how we cultivate leaders, build our programs and resources, and deliver our technical assistance.

We are an organization that honors, celebrates, and respects all dimensions of diversity. These principles are central to our mission and to our impact.

## To Apply

For the full job description see our [website](#). Send letters of application and resumes to Robbie Nadeau at [rnadeau@ruralcenter.org](mailto:rnadeau@ruralcenter.org). In your letter of application, please include your personal statement on diversity, equity and inclusion and that you are applying for IT Analyst position.