



## **Mobile Health—IT Support Administrator— Remote**

Mobile Health is looking for an IT Support Administrator to help us continue our mission to change the healthcare system.

Mobile Health has quickly become one of the largest and fastest growing digital healthcare SaaS platforms in the US. Our goal is to help our customers make a culture of health simple.

Mobile Health provides communications, incentives, tools, and real-time analytics that individuals and employers can use to improve workforce health and overall wellbeing for employees and their families. We have millions of users and hundreds of employers on our platform working to improve their health and fitness and reduce their healthcare costs.

### **Why join Mobile Health?**

- We work with great technology
- We have an amazing team (experienced, creative people, collaborative environment)
- We have an incredible product (growing healthcare space)
- We make a real difference for our customers (and their employees' lives)
- We offer industry competitive compensation and benefits

### **Job Description**

The IT Support Administrator will work with the Mobile Health Operations team to manage our software, hardware, and networks. The successful candidate will be fanatically curious and driven to gain a deep understanding of Mobile Health's systems, applications and security controls.

This role will be fully remote. Our headquarters is in the San Francisco Bay Area, but we've developed a robust remote working structure.

### **Responsibilities**

- Respond to incoming tickets, chats and calls from internal employees and provide real-time support
- Contact & connect to remote users' PCs to resolve technical issues
- Administer Jumpcloud and Gmail services

- User accounts - assisting with issues, ensuring new users are created, overseeing permission levels, and handling user terminations
- Device Management - ensuring every macOS and Windows machine in the company is enrolled and managed
- Setting up single sign-on for new and existing applications (SSO)
- Provision laptops for new hires (Windows and MAC)
  - Improve our provisioning and software management process
  - Ship (we can do door pickup) laptops to employees
- Automating everyday processes to make life easier (zero-touch onboarding/offboarding)
- Monitor performance and maintain systems according to requirements (Cloudwatch/Nagios/Zabbix/Panopta/Uptime.com)
- Troubleshoot issues and outages (rotating after hours on call schedule)
- Ensure security through access controls
- Manage SAML authentication to custom applications
- Develop expertise to train staff on new technologies
- Contribute to an internal wiki with technical documentation and operational controls (Confluence)

## **Qualifications**

- Proven experience as an IT Support Administrator or similar role
- Experience with SQL databases (Postgres, Bucardo and PgBouncer are a plus)
- Experience with Ubuntu, Bash, Git, OpenVPN
- Knowledge of system security (e.g., intrusion detection systems) and data backup/recovery
- Experience creating scripts in Python
- Experience with Celery/ uWSGI /Django framework
- Experience with AWS hosted environments
- Familiarity with Terraform/Ansible is a plus (not required)
- Familiarity with Google Workspace, JumpCloud, Slack, Avast, TeamViewer and/or Endpoint Protector is a plus
- Familiarity with ticket-based requests (JIRA/Redmine)
- Experience with SSO/SAML authentication (metadata) is a big plus
- Resourcefulness and problem-solving aptitude
- Excellent communication skills
- BS/BA in Information Technology, Computer Science or a related discipline is a plus