

## Field Services Engineer Company Overview

Pixel Health is bridging the gap between healthcare and technology. Every day we work closely with clinicians, their IT teams, and each other to improve the confidence of medical staff in the IT they use every day, enhance communications between IT departments and medical staff, determine gaps in IT systems and processes, manage IT workflow, and provide entire IT managed services including help desk, field services, cabling, and engineering. We are determined to keep healthcare workers doing what they do best: patient care.

### Employee Value Prop

This kind of work requires an employee who can tackle problems with creativity, holds themselves with integrity, and has a willingness to collaborate and learn. We value internal staff development to encourage our employees to grow as individuals within their roles and become valuable members of their teams. Our incredibly skilled and diverse team is here to support you as you grow in this role. We want to give you the tools to master new (or existing) skills and build meaningful relationships.

As a team member at Pixel Health, you can expect to have a direct impact on the way healthcare is delivered, it is no small feat, but it is important work that we believe in. Our experienced team relies on the support and innovative ideas you will bring with you to this role. IT doesn't live in a bubble.

### Title

Field Services Engineer

### Location

Lancaster, Pennsylvania

### Role Description

The Infrastructure & Field Services Engineer partners with all service teams to support Pixel Health clients, serving as an escalation point for the Service Desk. This role is responsible for the ongoing functionality and support of on-premises and hosted solutions across a broad range of infrastructure domains, including application management, endpoint systems, networking, security, and server technologies.

Work is assigned through a service management platform, direct client interaction, and manager direction. The ideal candidate brings a strong technical foundation, a client-first mindset, and a willingness to quickly learn new technologies.

### Key Responsibilities

- Assess, implement, troubleshoot, and support infrastructure technologies including end-user computing, MDM, networking (LAN/WAN, switching, routing, VLANs, VPNs, firewalls, wireless), VoIP, and physical security systems (access control, cameras)
- Monitor assigned work queues and independently resolve incidents, problems, and service requests

- Participate in project work independently or collaboratively, delivering tasks within established deadlines
- Develop and execute change requests in accordance with change management processes
- Create scripts and documentation to support standardization, automation, and knowledge sharing
- Contribute to technical requirements gathering and service improvement initiatives
- Recommend new technologies, tools, or services to enhance client offerings
- Maintain a consistent on-site presence (Mon–Fri, 7:30 AM – 4:00 PM) with flexibility to travel to satellite locations within 45 minutes; reliable personal vehicle required
- Participate in an on-call rotation as required

## Technical Skills & Experience

- Solid networking knowledge: switching, routing, VLANs, VPNs, firewalls, and wireless
- Familiarity with Nutanix and VMWare environments
- Microsoft technologies: Active Directory (Group Policy, DNS, DHCP, certificates, DFS), Microsoft 365 (Exchange Online, SharePoint, OneDrive, Teams, Entra ID), Azure, and Mobile Device Management
- Windows OS administration and endpoint deployment tools (MDT, PXE, PowerShell)
- Familiarity with iOS/iPadOS device management
- Understanding of patch management and change management processes
- Experience in HIPAA-regulated environments preferred
- Familiarity with physical security systems (access control, cameras) a plus

## Qualifications, Strengths, and Skills

- Associate's degree in Computer Science, Information Technology, or a related field — or equivalent experience
- Relevant certifications (Microsoft, CompTIA, etc.) preferred
- Strong prioritization, problem-solving, and communication skills
- Self-motivated with a professional, client-focused approach
- Must be reachable via mobile phone and available for on-call rotation
- Ability to lift up to 35 lbs. for hardware deployment

## Benefits

- Competitive Salary
- PTO
- Paid Health, Dental and Vision Insurance
- Matching 401k Plan
- Great team-oriented work environment

## Salary

\$80,200 per year