

Job Title: Technical Support Assistant

Location: Onsite – [Medina, OH]

Schedule: 32 hours/week



We are looking for hands-on, career-minded individuals eager to master our operations from the ground up, with a defined pathway to a leadership role.

The American Institute of Healthcare Compliance (AIHC) is a non-profit web-based healthcare training and certification company founded in 2007. We are a Licensing/Certification partner with the Centers for Medicare and Medicaid Services (CMS).

Position Description

We are seeking an entry-level Technical Support Assistant who is eager to grow into a more established role within our company. The ideal candidate is a dedicated, motivated, and career-oriented professional with the ability to take on increasing responsibility and the potential to advance into a management role within the next two years.

This position supports the day-to-day functionality of our website and Learning Management System (LMS). The following responsibilities of this position include:

- **Technical & Systems Support (Training Provided)**
 - Assist with entering and updating course content within the Learning Management System (LMS)
 - Help ensure registrations, memberships, and renewals are functioning properly
 - Test website features including shopping cart, checkout, and user account access; review and understand system settings, troubleshoot issues, and help identify root causes when functionality is not working as expected
 - Perform routine website updates (e.g., plugin updates, basic content updates)
 - Assist with ongoing website maintenance, including organizing content and removing or archiving outdated or retired materials
 - Review and update basic SEO settings (such as page titles, descriptions, and metadata) to support website visibility and accuracy
 - Identify, document, and report technical issues; assist with troubleshooting
 - Participate in quality assurance testing for courses, quizzes, and overall user experience

- **Operations & Administrative Support**
 - Support membership and registration processes from a systems perspective
 - Enter and maintain accurate data across platforms
 - Assist with product setup and updates
 - Collaborate with team members to support daily workflows and system improvements

Candidate Qualifications

- **Education**
 - High School Diploma required, some college preferred in IT related field
- **Experience**
 - Team oriented work history with customer service experience
 - Minimum 1-year of experience in administrative, technical support, or related roles
 - Some experience working on websites, LMS platforms, or similar systems (academic, internship, or work experience acceptable)
- **Track Record – Personal Traits**
 - Comfortable learning and navigating new technology with ability to train others
 - Strong attention to detail and organizational skills
 - Ability to follow processes and complete tasks accurately
 - Problem-solving mindset with a willingness to learn and ask questions
- **Preferred Skills**
 - Access Database experience
 - Familiarity with WordPress, LMS platforms, or similar tools
 - Experience with membership-based or nonprofit organizations
 - Basic understanding of website functionality (user workflows, plugins, SEO basics, etc.)

How to Apply for this Position

This is an on-site position. Applicants must have reliable transportation and reside in Medina County or the surrounding area. Remote work is not available for this role.

Send an email explaining your interest in the position and why you would be a strong candidate. Send a current resume, including a list of work references as an attachment to HumanResources@aihc-assn.org.

Please note: Phone calls will not be accepted.