

JOB TITLE: Help Desk Technician
CLASSIFICATION: Office Administrator Level 1
JOB TYPE: 1 Year Contract
DEPARTMENT: Corporate Services
REPORTS TO: Manager, Corporate Services
START DATE: As soon as possible
PAY RANGE: \$24.33/hr to \$29.31/hr



DEADLINE TO APPLY: December 13, 2018 5:00 pm

JOB SUMMARY

The Help Desk Technician is responsible for supporting SWCHC's Information Systems, employees, students and volunteers. These systems are to be maintained to ensure a reasonable mix of security, reliability and positive end-user experience. This position will be required to occasionally work nights and weekends.

All staff are expected to actively use their skills and judgment to identify systemic problems, formulate, and implement solutions related to responsibilities they are charged with. Specific areas of responsibility are outlined in the following sections:

This position reports to the Manager of Corporate Services. The Manager reports to the Executive Director.

MAJOR RESPONSIBILITIES

- Manage user accounts
- Ensure secure access to resources (e.g. files, email, software)
- Timely provision and termination of accounts

Provide first-level support on the following systems:

- Active Directory accounts
- Google G Suite accounts
- Desktop and mobile computers and related software (e.g. Microsoft Office)
- Android and iOS mobile phones and tablets
- Printers
- Photocopiers, scanners and fax machines
- Landline telephones (both voice over IP and analog)
- Liaise with second-level support as needed

Respond to incidents

Respond to all staff, volunteer and student issues

- Prioritize incidents and respond to the most business critical incidents first
- Communicate major incidents to employees as needed to keep employees informed of what is impacted, and when it is resolved.
- Identify repeat/systemic issues and plan proactive solutions
- Research as needed to identify solutions
- Deploy new computers and mobile phones
- Leverage SWCHC's imaging platform to rapidly deploy new computers as needed
- Physically install computers, test and ensure safe and tidy installation of all cables

If at any stage in the selection process you require special accommodation, please let us know the nature of the required accommodation.

Somerset West Community Health Centre is an equal opportunity employer who values the diversity of individuals in our programs and services.

Due to the high volume of applicants, we can neither confirm receipt of nor respond to inquiries regarding your application. Only candidates selected for an interview will be contacted.

New Employee Orientation

- Provide new employees, volunteers and students a basic orientation to SWCHC's IT systems
- Ensure they are able to log in, and have access to the appropriate resources

Project Implementation Support

- Provide support as needed to implement new systems or changes to IT systems

Order equipment and supplies as needed

- Communicate with vendors to place orders for equipment, toner, software, etc
- Code invoices and route for approval
- Seek competitive quotes and compare them for large orders

QUALIFICATIONS

1. Education
 - Post-secondary diploma or degree in information systems administration
 - Microsoft certifications an asset
 - Other education that could be considered an asset
2. Professional Experience
 - At least 3 years in a comparable role
 - Experience with multiple sites an asset
3. Key Competencies
 - Microsoft Active Directory 2003 or later
 - Enterprise Email Systems
 - Microsoft Windows
 - Microsoft File Server
 - Microsoft Office
 - Google Cloud / G Suite / Google Apps
 - Intermediate networking
 - Cabling
 - TCP/IP, DHCP, DNS, Basic routing
 - Project Coordination experience an asset
4. Personal Suitability
 - Strict attention to detail
 - High initiative and desire to exceed expectations
 - Desire for continuous improvement must be a core value
 - High tolerance for disruptive projects and change

LANGUAGES

English, written and spoken

Other language(s) are an asset

Please submit a cover letter and resume online at: <https://swchc.bamboohr.com/jobs/view.php?id=159>

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