

ESPANOLA REGIONAL HOSPITAL AND HEALTH CENTRE & NORTH SHORE HEALTH NETWORK

I.T. Tier II Technician

Espanola Regional Hospital and Health Centre (ERHHC) and North Shore Health Network (NSHN) are currently looking for a permanent full-time IT Tier II Technician. The successful candidate will support the research, design, implementation, and on-going maintenance of a stable, secure, and efficient network, computing, communications, and applications infrastructure. As part of the IT team this position will act as a mentor and point of escalation for the Helpdesk Technicians, and will work with Management and other Tier II Team members to provide support and expertise for the planning and implementation of IT services that meet the organizations' Digital Health Strategies. Flexible work arrangements, including telecommuting for partial time will be considered.

Position Responsibilities will include:

- Setup and maintain servers, end user devices and all applicable peripherals with their associated operating systems and software.
- Setup and maintain all network hardware and equipment, including routers, switches, wireless access points, and UPS.
- Responsible for the reliable function of security solutions including anti-virus, intrusion and spam detection systems.
- Recommend, schedule, and perform software and hardware improvements, upgrades, patches, reconfigurations, and/or purchases.
- Support development and implementation of new technology installations.
- Maintain application servers to ensure the proper functioning of all hospital computerized information systems.
- Prepare and ensure accuracy of documentation, procedures manuals, and quick reference guides.
- Accurately document instances of equipment or component failure, repair, installation, and removal.
- Perform network design and capacity planning.
- Conduct research on network products, services, protocols, and standards in support of network procurement and development efforts.
- Administer add, move, and change requests, maintain end user accounts, permissions, and access rights.
- Perform server and security audits.
- Perform system backups and recovery.
- Monitor and test network performance and provide network performance statistics and reports.
- Administer telecommunications infrastructure and its associated software, including PBXs, call management systems, voice mail, interactive voice response, video conferencing systems and AV equipment.
- Provide guidance and support to the all members of the IT team, provide coverage and distribution of tasks for the Helpdesk Technician and other staff members within the Informatics & IT Department.
- Provide technical expertise to install, configure, and troubleshoot electronic and computer components of equipment maintained by other departments.
- Other duties as assigned.

Qualified candidates will possess:

- 3-5 years' experience in systems administration, implementation, application troubleshooting, and client support.
- Technical knowledge of server and computer operating systems.

- Technical knowledge of current network hardware, protocols, and standards.
- Hands-on hardware/software troubleshooting experience.
- Ability to conduct research to solve issues and recommend solutions as required.
- Ability to present ideas in user-friendly language.
- Highly self-motivated and directed.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Experience working in a team-oriented, collaborative environment.
- Strong written and oral communication skills.
- Keen attention to detail.
- Strong interpersonal skills.
- Valid Ontario's Driver's License.
- Own reliable transportation.
- Clear Criminal Record Check.

Travel is required between ERHHC and NSHN hospital sites on a flexible schedule that ensures needs are being met at all sites.

For more information about our Hospitals, please visit our websites at:

<http://www.erhhc.on.ca> and <http://www.nshn.care>

Please submit your resume and cover letter in confidence to:

Human Resources Manager
Espanola Regional Hospital and Health Centre
825 McKinnon Drive
ESPANOLA, ON P5E 1R4
Fax (705) 869-4039
Email: recruitment@esphosp.on.ca

Thank you for your interest. This position will remain open until filled. Only applicants who have been selected for an interview will be contacted.