

Join our team!

Full-Time Information Technician Helpdesk

We are currently looking for a full-time Information Technician to fill our Helpdesk Position. Reporting directly to the Manager of I.T and Informatics Department, the successful candidate is a highly motivated individual who demonstrates superior technical abilities combined with exceptional problem solving and interpersonal skills.

In addition, the successful candidate will foster and support a team environment to ensure the attainment of our organization objectives and will act as a role model for all staff and promote the reputation of the facility in the community. This will be accomplished through active employee involvement, continuous training, and development, and commitment to compliance with policies, procedures, and standards.

The Espanola Regional Hospital and Health Centre is an equal opportunity employer committed to inclusive, barrier-free recruitment and selection processes. If contacted for an employment opportunity, please advise if you require an accommodation.

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

Qualified candidates will have 1-3 years' experience working with computerized information systems and will hold a college diploma or university degree in the Information Technology field. Experience in application troubleshooting and client support, desktop and application server support, detailed knowledge of Windows Client OS, Microsoft Office, Active Directory, Exchange, and Enterprise level anti-virus, combined with knowledge of current network hardware, protocols and standards, hands-on hardware/software troubleshooting experience and strong communication skills are required. Bilingual in French and English would be an asset.

Responsibilities:

Ensure proper computer operation so that end users can accomplish tasks. This includes receiving, prioritizing, documenting, and actively resolving end-user help requests and escalating incidents when considered appropriate and necessary. Problem resolution may involve the use of diagnostic and help request tracking tools, as well as requiring that the individual give in-person, hands-on help at the desktop level.

Benefits:

This position offers a competitive compensation package including paid vacation and sick leave, health and dental benefits, life insurance and pension plan. Starting wage is \$29.204 to \$32.861 depending on experience.

Qualifications:



espanola
regional hospital
and health centre

To apply, please email your resume outlining your relevant experience to:

recruitment@esphosp.on.ca