



EXTERNAL VACANCY

ONE (1) PERMANENT FULL TIME INFORMATION SYSTEMS TECHNICAL SUPPORT SPECIALIST

The incumbent will be responsible to the IT Manager. Responsibilities include assisting the Information Systems Technical Support staff with ongoing user support.

RESPONSIBILITIES

- Record, prioritize, assign, monitor and follow up on progress for all tickets
- Collaborate with Subject Matter Experts, assign to SMEs as required
- Intake new requests for access, new hardware and applications
- Provision access to various systems and services for all users of NBRHC
- Investigate non-standard / unique requests and bring forward recommendations
- Performing routine hardware maintenance, standard computer hardware repairs, and application installations
- Troubleshoot and provide end-user support for all hardware and software issues that cannot be handled at the service desk
- Install, replace and retire assets as required to keep our fleet of equipment current
- Testing and installing computer hardware including cabling, terminals, printers, personal computers, network and communication hardware
- Provide one-on-one training as required and create end-user documentation or communication to aid end-users with using the systems and services
- Assisting in the operation of the Information Systems Helpdesk
- Provide after hours on call support using a rotational schedule with other IT staff
- Other duties as assigned

QUALIFICATIONS

- Graduate of a 2 year recognized Community College Program with exposure to computer hardware and systems operations (e.g. Computer Engineering Technician) or equivalent required
- Working technical knowledge of PCs, servers, networking, and various PC based applications including experience with Windows 10 and Windows Server 2012-2016
- CompTIA A+ (or equivalent) and ITIL Foundation certification an asset
- Experience and practice in hardware troubleshooting and simple repair required
- Excellent communication, customer service, and interpersonal skills required
- Good attendance and work record required
- Valid driver's license required
- Must demonstrate commitment to ensure your safety, the safety of fellow workers, patients, volunteers, and visitors
- Experience in a hospital computing environment an asset
- Bilingualism (English/French) an asset

Criminal Reference Check including the Vulnerable Sector Check recent within six (6) months is a requirement

Interested candidates are asked to submit their resume and cover letter quoting File [NU C-22-058](#) to: careers@nbrhc.on.ca

We are an equal opportunity employer. We thank all applicants for their interest. An acknowledgement will be sent only to those candidates who will be interviewed.

North Bay Regional Health Centre is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). If you require an accommodation for disability during any stage of the recruitment process, please indicate this in your application.

NORTH BAY REGIONAL HEALTH CENTRE IS AN EQUAL OPPORTUNITY EMPLOYER