

JOIN THE NBRHC TEAM!

EXTERNAL VACANCY

INFORMATION TECHNOLOGY SERVICES
ONE (1) PERMANENT FULL TIME CLIENT SERVICES LEAD
NBRHC – NORTH BAY
FROM \$34.98/HOUR TO \$43.75/HOUR

The North Bay Regional Health Centre is seeking a highly motivated individual to join our Information Technology Services (ITS) team as a Client Services Lead. Reporting to the Manager of Service Delivery, this role will be responsible for overseeing the daily operations of service desk and end user support operations. Additionally responsible for overseeing daily ITS Client Services operations, maintaining high-quality technical support for end-users, and ensuring that Tier 1 support resolutions meet the standards outlined in the Service Level Agreement (SLA). The role also includes monitoring key performance indicators (KPIs) ensuring performance metrics and targets are consistently met and maintain the accuracy and currency of the asset inventory.

The successful candidate will drive operational efficiency, foster a collaborative team environment, and support ITS service delivery initiatives and objectives.

This is a full-time, onsite position based at the North Bay Regional Health Centre.

Key Responsibilities: *(including but not limited to the following)*

- Ensures the smooth functioning of Service Desk by proactively monitoring the ticketing system dashboards, analyzing call logs for trends, prioritizing tasks based on urgency and impact using established SLAs, and ensuring service requests and incidents are addressed promptly by assigning them to appropriate team members and following up on their resolution.
- Ensures all office moves, hardware moves, additions, changes, and special requests are executed efficiently and align with NBRHC's IT implementation by, coordinating with relevant teams (e.g., network, server admins, information systems), communicating updates to stakeholders, and documenting all changes in the configuration management database.
- Responsible for ensuring all support actions and knowledge base information are documented in the Solutions page (Service Desk System) by establishing clear documentation standards, regularly reviewing existing documentation for accuracy and completeness, and training support staff on proper documentation procedures.
- Collaborates with the Manager of Service Delivery to:
 - Identify recurring technical issues and develop long-term solutions to reduce common support tickets and improve user satisfaction.
 - Continuously review and explore Service Desk and End User Support best practices and implement procedural and technical changes as required.
 - Monitor and analyze hospital's ITS support services, leveraging user feedback and report analysis to identify opportunities for continuous improvement and operational efficiencies.
- Assists with some of the basic technical configurations and updates to the ManageEngine Service Desk portal by providing input on user interface improvements, testing new configurations in a non-production environment, and documenting configuration changes for future reference.

QUALIFICATIONS

Certification/Experience/Knowledge:

- ☐ 2-year College program with exposure to computer hardware and systems or equivalent required
- ☐ Completion of ITIL V3 or ITIL V4
- ☐ 3+ years of experience in overseeing Service Desk and/or End User Support operations
- ☐ 2+ years of people and organizational leadership experience in an IT hospital environment
- ☐ Prior experience of using a Service Desk Ticketing tool (ManageEngine, ServiceNow, etc.) is preferred
- ☐ Experience in a hospital computing environment is an asset

Skills/Abilities:

- ☐ Strong organization, time management, and problem-solving skills are necessary, along with a commitment to discretion and confidentiality when handling sensitive information.
- ☐ Ability to work in a fast-paced, evolving environment with shifting priorities.
- ☐ Strong ability to collaborate, communicate, influence, and manage relationships at all levels of the organization.
- ☐ Ability to support and contribute to a culture of safety and prevention of adverse health events required.
- ☐ Bilingualism (Advanced level English/French) is 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 cover letter and resume to:

careers@nbrhc.on.ca quoting file **NU C-25-056**

The posting will remain open until the positions are filled.

Please note these postings are subject to change without notice. An acknowledgement will be sent only to those candidates who will be interviewed.

NBRHC is committed to achieving 100% compliance with its COVID-19 Vaccine Policy. As a result, please be advised that in order to be eligible for employment at the Health Centre, all new hires must be compliant with our COVID-19 Vaccination Policy and must be fully vaccinated prior to commencing employment. To be considered fully vaccinated, an individual must have received the full series of a COVID-19 vaccine or a combination of COVID-19 vaccines approved by the World Health Organization (e.g. two doses of a two-dose vaccine series or one dose of a single-dose vaccine series) and received the final dose of the COVID-19 vaccine at least 14 days ago.

The requirement that successful applicants be fully vaccinated is subject to any accommodation obligations pursuant to the Ontario Human Rights Code.

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.

We are an equal opportunity employer. We thank all applicants for their interest.

THE ORGANIZATION

North Bay Regional Health Centre (NBRHC) is a unique health care organization with three primary roles: providing acute care services to North Bay and its surrounding communities, functioning as the district referral centre providing specialist services for smaller communities in the area, and it's the specialized mental health service provider serving all of northeast Ontario. At more than 400 beds, our state-of-the-art regional health centre has over 150 physicians, 2300 employees and 250 volunteers.

For more information about the NBRHC, visit www.nbrhc.on.ca

THE COMMUNITY

North Bay is located 3.5 hours north of Toronto, just north of the district of Muskoka, and 3.5 hours west of Ottawa. With a population of 54,000 and a catchment area of 180,000, it is a safe and welcoming community that offers a healthy and balanced environment for working, living and raising a family. North Bay is situated on the shores of two large lakes (Lake Nipissing and Trout Lake) and boasts beautiful scenery and four distinct seasons. Whatever your interests are, you will have access to numerous activities and amenities within minutes from your home—reclaim your work-life balance and join us!

To see more of beautiful North Bay and learn about our lifestyle, visit www.northbay.ca