

JOIN THE NBRHC TEAM!

EXTERNAL VACANCY

INFORMATION SYSTEMS TECHNOLOGY
ONE (1) PERMANENT FULL TIME SYSTEM TECHNICIAN
NBRHC – NORTH BAY
FROM \$32.24/HOUR TO \$40.30/HOUR

Reporting to the Manager of Service Delivery, the ITS System Technician will be responsible in assisting the Information Technology Support staff with ongoing user support by serving as part of the Service Desk Operations and End User Support team who:

- Serve as a main point of contact for ITS related issues and requests
- Provide customer service related activities including monitoring, escalation, and ongoing communication with the requesting users or units
- Manage or fulfil standard requests and incident resolutions on the service desk and end user support side
- Communicate with, and dispatch other ITS department members as needed to restore service or fulfil new requests quickly and efficiently
- Monitor and report on Service Desk performance including proper handling and closure of all ITS requests and incident tickets
- Provides assistance and guidance to users of the ITS systems
- Provide after-hours, on-call support (including weekends) on a rotational basis
- In addition to Service Desk responsibilities, the incumbent will also be involved End User Support operations providing location field services for hospital units and remote sites.
- Perform other duties or responsibilities as required

QUALIFICATIONS

Certification/Experience/Knowledge:

- ☐ Graduate of a 2 year recognized Community College Program with exposure to computer hardware and systems or equivalent required
- ☐ CompTIA A+ (or equivalent) and ITIL Foundation certification would be an asset
- ☐ Working technical knowledge of PCs, servers, networking, and various PC based applications including experience with Windows 10/11, Active Directory and Microsoft 365 suite administration
- ☐ Experience and practice in hardware troubleshooting and simple repair required
- ☐ Familiarity with imaging tools (SCCM, MDT, & other technologies), software deployment is an asset
- ☐ Basic understanding of networking (TCP/IP, DNS, DHCP)
- ☐ Understanding of ticket lifecycle (incident, request, change, problem)
- ☐ Working knowledge of IT Service Management (ITSM) frameworks and tools (e.g., ServiceNow, Jira, ManageEngine, BMC Remedy, Freshservice and others...)
- ☐ Has the experience in Service Desk Environment and End User Support operations

- ☐ Experience in working in structured, metrics-driven support environment (SLA targets, escalation paths)

Skills/Abilities:

- ☐ Excellent communication, customer service, and interpersonal skills required
 - ☐ Experience in a hospital computing environment an asset
 - ☐ 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
 - ☐ Must support and contribute to a culture of safety and prevention of adverse health events in this organization
 - ☐ Bilingualism (English/French) is an asset
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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-25-054](#)

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