INTERNAL/EXTERNAL POSTING

Rideau Community Health Services (RCHS) is a non-profit, fully accredited organization that offers primary health care and social services throughout Lanark, Leeds & Grenville. We offer competitive rates, health benefits, pension plan, paid time off.

RCHS invites applications for the following position:

Position: IT Technician

Hours: 1.0fte or 35hrs bi-weekly

Term: Indeterminate

Start Date: September 10, 2024

Rate: $48,552 - $57,120 annual salary
$26.677 - $31.385 hourly rate

Closing Date: July 17, 2024

Location: Merrickville (with some travel to other sites)

POSITION SUMMARY & SKILLS REQUIRED: see attached Job Description.

Proof of Covid Vaccination (2 doses) required.

Interested individuals should submit their expressions of interest to:

Human Resources
hr@rideauchs.ca

All applications are considered confidential.

RCHS is accountable to employees, clients and to the government of Ontario for meeting the standards set by the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA") and its regulations. RCHS is an equal opportunity employer, respecting and embracing the needs and diversity of our employees. If you require accommodation to fully participate in the hiring process, please call 613-269-3400, ext. 228.

POSITION TITLE: Information Technology Technician

DEPARTMENT: Corporate & Administration Services

REPORTS TO: Manager, Corporate Services

SUMMARY:
Provides technical assistance and support to staff on a variety of IT issues. Assists the Information Technology Administrator in the development and maintenance of a reliable information technology infrastructure.

RESPONSIBILITIES:
1. Provide a single point of contact for end users to receive support and maintenance within the organization's desktop computing environment. This includes installing, diagnosing, repairing, maintaining, and upgrading all PC hardware and equipment to ensure optimal workstation performance.
2. Troubleshoot problem areas (in person, by telephone, or remotely) in a timely and accurate fashion, and provide end-user assistance where required.
3. Provide support and maintenance for Microsoft Active Directory (including Azure AD), Microsoft 365, and other core Windows applications.
4. As directed, maintains and upgrades computer systems, workstations and peripherals to ensure the functionality and integrity of RCHS hardware and software systems.
5. As directed, manages access to data and IT resources (file shares and user account/rights)
6. Administration of IP Telephony system
7. Ensure adequate inventory of IT Equipment and peripherals
8. Work collaboratively with the IT Administrator and other team members, to seek innovative tech solutions to support RCHS programs and services

Knowledge, Skills and Abilities:
- Working knowledge of managing tickets, follow up actions and close issues
- Excellent knowledge of computers (PC, Laptop) and peripherals.
- Strong understanding of hardware, software and TCP/IP networking principles is required along with basic knowledge of IP telephony
- Proficient in Microsoft 365, Active Directory, Windows Desktop Operating Systems , desktop/laptop imaging, and inventory management tools.
- Mobile Device Management support knowledge
- Demonstrated ability to provide an articulate, measured, and concise response to a client's problem
- Outstanding communication skills to team and colleagues. Ability to deliver outstanding customer services and satisfaction to staff
- Ability to work in a fast-paced and changing environment, manage user expectations and potential risks.
- Experience and ability to facilitate one-to-one and group training sessions

- Ability, initiative, and willingness to learn new technologies / programs / software's
- Organizational / time management skills
- Good written and oral communication skills in English, self - motivated and directed.
- Ability to work autonomously with little or no supervision
- Strong troubleshooting
- Work well under stress
- Desire to keep abreast of new software and hardware technologies

COMMON RESPONSIBILITIES:

- Works in a manner that preserves confidentiality and seeks to minimize risk.
- Work in a manner that incorporates health promotion and recognizes the determinants of health.
- Incorporate and strengthen collaborative and interdisciplinary teamwork.
- Respects and values the diversity of communities and individuals.
- Supports the student and volunteer placement programs.
- Promotes awareness of and participates in RCHS activities.
- Contributes to the work by participating in meetings and committees.
- Work regular hours of operation in locations identified by the RCHS
- Contributes to the RCHS' practices of hiring, orienting, training and mentoring staff.
- Contributes to the efforts to secure and maximize resources for current and new programs, services and activities.
- Participates in the efforts to enhance its capacity through staff development.
- Supports and complies with the Occupational Health and Safety policies and procedures.

QUALIFICATIONS:

- Post-Secondary School Diploma in Information /Computer Technology or a combination of relevant certification (A+) and experience.
- 2+ Years' minimum in troubleshooting PC systems
- 2+ years minimum in help desk environment
- Extensive knowledge of Windows OS, MS 365,
- Effective communication skills and ability to handle variety of tasks in a team setting.
- Fluency in English is essential.