



ESPANOLA REGIONAL HOSPITAL AND HEALTH CENTRE

I.T. Helpdesk Technician

Espanola Regional Hospital and Health Centre (ERHHC) is currently seeking a qualified candidate for a permanent full-time **I.T. Helpdesk Technician**. This position will be required to work onsite at the Espanola Regional Hospital and Health Centre.

The successful candidate will ensure proper computer operation so that end users can accomplish business 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.

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 365, 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.

For more information about our Hospital, please feel free visit our website at: <http://www.erhhc.on.ca>

Please submit your resume and cover letter in confidence to:

Human Resources Manager
Espanola Regional Hospital and Health Centre
825 McKinnon Drive
ESPANOLA, ON P5E 1R4
Email: recruitment@esphosp.on.ca

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

Espanola Regional Hospital and Health Centre is a barrier-free workplace, and is committed to providing applicants any required accommodation during the hiring process. Please feel comfortable in informing Human Resources should you require any form of accommodation throughout the recruitment and selection process.