

ESPANOLA REGIONAL HOSPITAL AND HEALTH CENTRE

IT Tier II Technician

Espanola Regional Hospital and Health Centre (ERHHC) is currently looking for a permanent full-time IT Tier II Technician. The successful candidate will support the research, design, implementation, and on-going maintenance of a stable, secure, and efficient, network, computing, communications, and applications infrastructure. As part of the IT team this position will work with Management and other Informatics and IT Staff members to provide support and expertise for the planning and implementation of IT services that meet the organization's Digital Health Strategy. Flexible work arrangements, including remote work for partial time will be considered.

Position Responsibilities will include:

- Setup and maintain servers, end user devices and all applicable peripherals with their associated operating systems and software.
- Setup and maintain all network hardware and equipment, including routers, switches, wireless access points, and UPS.
- Responsible for the reliable function of security solutions including anti-virus, intrusion and spam detection systems.
- Recommend, schedule, and perform software and hardware improvements, upgrades, patches, reconfigurations, and/or purchases.
- Support development and implementation of new technology installations.
- Maintain application servers to ensure the proper functioning of all hospital computerized information systems.
- Prepare and ensure accuracy of documentation, procedures manuals, and quick reference guides.
- Accurately document instances of equipment or component failure, repair, installation, and removal.
- Perform network design and capacity planning.
- Conduct research on network products, services, protocols, and standards in support of network procurement and development efforts.
- Administer add, move, and change requests, maintain end user accounts, permissions, and access rights.
- Perform server and security audits.
- Perform system backups and recovery.
- Monitor and test network performance and provide network performance statistics and reports.
- Administer telecommunications infrastructure and its associated software, including PBXs, call management systems, voice mail, interactive voice response, video conferencing systems and AV equipment.
- Provide guidance and support to all members of the IT team, provide coverage and distribution of tasks for the Helpdesk Technician and other staff members within the Informatics & IT Department.
- Provide technical expertise to install, configure, and troubleshoot electronic and computer components of equipment maintained by other departments.
- Other duties as assigned.

Qualified candidates will possess:

- 3-5 years' experience in systems administration, implementation, application troubleshooting, and client support.
- Technical knowledge of server and computer operating systems.
- Technical knowledge of current network hardware, protocols, and standards.

- Hands-on hardware/software troubleshooting experience.
- Ability to conduct research to solve issues and recommend solutions as required.
- Ability to present ideas in user-friendly language.
- Highly self-motivated and directed.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Experience working in a team-oriented, collaborative environment.
- Strong written and oral communication skills.
- Keen attention to detail.
- Strong interpersonal skills.
- Valid Ontario's Driver's License.
- Own reliable transportation.
- Clear Criminal Record Check.

The wage range for this position is from \$43.040 to \$48.442 per hour. The successful candidate will commence their employment within this range, dependent on their qualifications.

For more information about our Hospital and Health Centre, please 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
 Fax (705) 869-4039
 Email: recruitment@esphosp.on.ca

At Espanola Regional Hospital and Health Centre, we are committed to accessibility. Please feel comfortable in letting us know should you require any accommodations during your participation in the recruitment and selection process.

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