



eHealth Centre of Excellence
is currently seeking a Full Time (Contract)
IT Support Technician for the eHealth Centre of Excellence

Program Overview:

The eHealth Centre of Excellence strives to work at both the provincial and local level to move eHealth initiatives in Waterloo Wellington, forward. The Centre's founding vision is one of innovation and partnership: to create a collaborative space in which to share knowledge, develop best practices and enable technology to support improved clinical care. Critical to the success of eHealth initiatives is working with system partners to support priorities that ensure the best case for the residents of Waterloo Wellington.

Position Description:

A talented IT professional who will be responsible for analyzing, designing, developing and maintaining the IT infrastructure for eHealth Center of Excellence (eCE). As a key member of our team, you will provide technical support to internal and external stakeholders. In this role, you'll be assisting our teams with a wide range of hardware and software solutions. This position requires a passion for technology, someone who is a creative problem solver and works well in a diverse and fast paced environment.

Key Roles and Responsibilities:

- Under the direction of the IT practice lead, install and configure our operating systems & applications
- Oversee computer systems and networks
- Provide technical support for both on site and remote staff and clients
- Troubleshoot, diagnose and resolve system and network issues
- Resolve both software and hardware fails including replacement of hardware parts
- Document all technical process and fix activity
- Provide exceptional client service by working within service level agreements and establish turnaround times
- Work autonomously on end to end resolution
- Build and maintain strong working relationship with internal and external stakeholders

Experience, Skills and Qualifications:

- Bachelor's degree or diploma in Computer Science or related field
- 1-3 years of experience in computer networks and system maintenance
- Solid experience managing and maintaining mixed environment (Windows, Mac)
- Expert understanding of hardware, networking and operating systems
- Ability to manage sensitive and confidential data
- Excellent written and verbal communication skills

- Excellent team and client service skills
- Strong ability to multitask and prioritize
- Proven track record meeting or exceeding deadlines
- Certifications preferred but not required (A+, Network+, MCSA/MCSE, Security+, MTA)

If this position is of interest to you please send your cover letter and resume to Human Resources at hr@family-medicine.ca

We thank all interested applicants; however, due to the volume of resumes we receive only those selected for an interview will be contacted.

The Centre for Family Medicine Family Health team is a respectful and inclusive workplace. Upon individual request, hiring processes will be modified to remove barriers to accommodate those with disabilities. Should any applicant require accommodation through the application, interview or selection processes, please contact Human Resources at hr@family-medicine.ca for assistance.