



POSITION DESCRIPTION

POSITION TITLE: INFORMATION TECHNOLOGY TECHNICIAN

DEPARTMENT: INFORMATION TECHNOLOGY

CLASSIFICATION:

UNION: NON UNION

REPORTING RELATIONSHIPS

POSITION REPORTS TO: REGIONAL COORDINATOR, ITSUPPORT

POSITIONS SUPERVISED: NOT APPLICABLE

POSITION SUMMARY

Reporting to the Regional Coordinator, IT Support, the Information Technology (“IT”) Technician provides systems support to users by maintaining and updating all hardware and software aspects of Interlake-Eastern Regional Health Authority's (“IERHA”) computer systems to provide efficient operations for the organization.

The position of Information Technology Technician functions in a manner consistent with and supports the mission, vision and values of the Interlake-Eastern Regional Health Authority.

ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

- Documents all pertinent end user identification information and nature of problem or issue.
- Prioritizes and schedules problems. Escalates problems (when required) to the appropriately experienced technician.
- Records, tracks, and documents the help desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.

- Identifies and learns appropriate software and hardware used and supported by the organization.
- Performs hands-on correction at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
- Performs preventative maintenance, including checking and cleaning of workstations, printers, and peripherals.
- Instructs end-users on the use and features of the various operating systems and applications on the various platforms.
- Uses established tracking system to log requests, monitors progress, tracks problem resolution, identifies patterns of failure, researches virus corrections required and implements solutions, and communicates with supervisor/manager regarding unresolved problems.
- Optimizes computer usage by researching and recommending enhancements to system capabilities and performance.
- Enforces the IERHA network security and installation procedures.
- Participates in IT Department on-call rotation.
- Pursuant to the Regional Health Authority Act, Interlake- Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

OTHER

- Performs other duties as assigned.
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QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Degree or diploma in the field of Computer Science from a recognized institution.
- (Other combinations of education and experience may be considered).

REQUIRED KNOWLEDGE:

- Knowledge of capabilities and limitations of various computer systems, including local area networks and wide area networks required.

EXPERIENCE REQUIRED:

- Minimum of two (2) years work experience required. Experience in health environment preferred.
- Extensive application support experience with Microsoft network required.

SKILLS/COMPETENCIES:

- Strong written and oral communication skills, as well as strong interpersonal skills required.

- Ability to effectively prioritize and execute tasks in a high pressure environment required.
- Ability to conduct research into presented issues and products as required.
- Demonstrated attention to detail required.
- Ability to identify, analyze and troubleshoot a wide range of complex technical computer and network-related problems effectively required.
- Ability to deliver customer support both in-person and over the phone in a professional manner
- Ability to build and maintain positive working relationships and to work independently and in a multi-disciplinary team based working environment required.
- Good physical and mental health to meet the demands of the position.
- Valid Class 5 Driver's License and access to vehicle required.
- Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
- Proficiency of both official languages is essential for target and designated bilingual positions.
- Completes and maintains a satisfactory pre-employment security check.
- Satisfactory employment record.

WORK CONDITIONS

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
- Will be required to travel throughout the region as duties may require.
- No hazardous or significantly unpleasant conditions.
- All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.

WORKPLACE SAFETY AND HEALTH

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

PATIENT SAFETY

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follows all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety

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| Created: | _____ | _____ |
| | Date | |
| Revised: | _____ | _____ |
| | August 2018 | |
| | Date | |
| Approved by: | _____ | _____ |
| | Regional Manager/ Supervisor | Date |
| Approved by: | _____ | _____ |
| | Vice President/ CEO | Date |
| Reviewed by: | _____ | _____ |
| | Vice President, Human Resources | Date |

Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.