



## **POSITION DESCRIPTION**

**POSITION TITLE:** REGIONAL COORDINATOR, INFORMATION TECHNOLOGY SUPPORT

**DEPARTMENT:** INFORMATION TECHNOLOGY

**CLASSIFICATION:**

**UNION:** OUT OF SCOPE

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## **REPORTING RELATIONSHIPS**

**POSITION REPORTS TO:** REGIONAL DIRECTOR, INFORMATION TECHNOLOGY

**POSITIONS SUPERVISED:** IT TECHNICIAN; IT SUPPORT ANALYST; IT QUALITY EDUCATOR

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## **POSITION SUMMARY**

The Regional Coordinator of Information Technology Supports' role is to manage and oversee the Information Technology Help Desk staff and ensure that end users are receiving appropriate assistance. This includes the responsibility of managing all procedures related to the identification, prioritization, and resolution of end user help requests, including the monitoring, tracking, and coordination of Help Desk functions. The Regional Coordinator, Information Technology Support will also work closely with the Regional Coordinator of Information Technology Infrastructure to ensure effective resolution to all end users. The position of Regional Coordinator, Information Technology Support functions in a manner consistent with, and supports the Mission, Vision and Values of the Interlake-Eastern Regional Health Authority.

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## **ESSENTIAL FUNCTIONS AND DUTIES**

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

- Manage the processing of incoming calls to the Help Desk via help desk software and e-mail to ensure courteous, timely, and effective resolution of end user issues.

- Oversee help desk and application support employees
- Enforce help desk request handling and help desk escalation policies and procedures
- Coordinate hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
- Monitor and assess resolutions to ensure problems have been adequately resolved.
- Access software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in problem resolution.
- Track and analyze trends in Help Desk requests and generate statistical reports.
- Assess need for any system reconfigurations (minor or major) based on request trends and make recommendations.
- Identify and recommend end user training programs to increase computer literacy and self-sufficiency.
- Identify and implement ITIL processes for help desk.
- Oversee development and dissemination of help sheets, usage guides, and FAQ lists for end users.
- Attend training seminars, conferences, and trade shows to broaden knowledge of current and future Help Desk issues and technologies.
- Oversee the development, implementation, and administration of help desk staff training procedures and policies.
- Train, coach, and mentor Help Desk Technicians and other junior staff.
- Assist in the provisioning of end-user services, including help desk and technical support services
- 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.

**QUALIFICATIONS**

**EDUCATION/CERTIFICATION:**

- Diploma/ University degree in the field of Computer Science or an equivalent combination of education and experience.

**REQUIRED KNOWLEDGE:**

- Extensive knowledge of computer hardware and deep-seated experience with desktops operating systems, application support management experience.

**EXPERIENCE REQUIRED:**

- Four (4) years' Information Technology experience in Help Desk Management in a health care setting
- Demonstrated progressive experience in the management of a technical support team
- Proven track record of developing and providing Service Level Agreements and Help Desk deliverables.

**SKILLS/COMPETENCIES:**

- Ability to organize and coordinate the work of the unit.
- Ability to determine work priorities and assign work to employees.
- Solid relationship management and performance management skills.

- Ability to motivate and direct staff members and subordinates.
- Exceptional written and oral communication skills.
- Exceptional interpersonal skills, with a focus on listening and questioning skills.
- Strong documentation skills, with attention to detail
- Ability to conduct research into a wide range of computing issues as required.
- Ability to present ideas in user-friendly language to non-technical staff and end users.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Exceptional customer service orientation.
- Experience working in a team-oriented, collaborative environment.
- Valid drivers license.
- 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.

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**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.

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**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 adherence to Workplace Safety and Health Regulations and Policies, Infection Control Guidelines, WHMIS and Safe Work Procedures. Immediately investigates and recommends corrective action on any unsafe acts, work conditions, incidents, near misses, injuries or illnesses.
- 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**

- Ensures patient safety and patient safety activities are emphasized throughout orientation, training and ongoing performance evaluation and mentoring. Supports an environment which avoids, prevents and corrects all activities or actions which may result in an adverse outcome in the delivery of health care services. Patient safety is a standing item for all individual and departmental meetings.

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.*