simcoe muskoka DISTRICT HEALTH UNIT

Internal ☐ / External ☒
20-13

Position:	TECHNOLOGY SUPPORT COORDINATOR		Number of Positions:	1
Classification:	TEMPORARY	NON-UNION	**FTE:**	1.0 = 35 HOURS PER WEEK
Department:	HUMAN RESOURCES & INFRASTRUCTURE		**Program:**	INFORMATION TECHNOLOGY
Location:	BARRIE		**Anticipated Date of Hire:**	MARCH 16, 2020
Salary Range:	$41.96 – $46.98 HOURLY		**Position Duration:**	THIS POSITION IS A REPLACEMENT FOR AN EMPLOYEE ON A LEAVE. THE POSITION DURATION MAY BE UP TO OR MORE THAN 12 MONTHS.
			Posting Date:	FEBRUARY 10, 2020
Criminal Record Check:	Required ☒ YES ☐ NO		**Vulnerable Sector Screening:**	Required ☐ YES ☒ NO

NOTE: At the discretion of the Vice President, Human Resources and Infrastructure Department, the incumbent may be appointed to the position on a full-time basis without reposting.

Purpose of Position:

The Technology Support Coordinator provides leadership and coordinates the activities of the technology team to address the general IT support requirements for a group of 350+ users in Windows 10 /Windows Server 2019 network environment (laptops, PC and mobile technologies). This includes customer service and response in relation to agency technologies and activities of the technology help desk; user creation and access rights, software installation, general network trouble-shooting and new system setup for new employees ; establishing specifications, quoting, recommendation to purchase and signing for receipt of all computer, hardware and software purchases and planning and coordination of computer deployment. This position works with the technology team to establish and maintain standards for operation and maintenance of agency systems, and is responsible for coordinating the functions of the technology team to address priorities in relation to customer support and help desk services.

The position also acts as a consultant and resource to the agency in the monitoring, configuring, supporting and administering of MS Exchange, Active Directory, IIS and SQL servers and provides leadership for assigned technology related projects. This involves providing the agency with knowledge, expertise and guidance in the design, development, testing and implementation of new technologies.

See Technology Support Coordinator position description for further details.

Responsibilities:

Coordinates the provision of IT support for 350+ users in a Windows 10/Windows Server 2019/Microsoft Exchange environment including the establishment and monitoring of policies and practices for efficiency and security;

Network Systems Administration and Support;
Provide Project Management and Coordination;

Liaises and Consults with MOH, AMOH, Senior Management, Program Managers and staff to ensure the configuration of technology systems addresses program needs and priorities;

Achieve service, quality and productivity related to customer support through the Agency Help Desk, including functional supervision of Help Desk staff;

Inventory Management of computer hardware and software assets;

Contribute to team and agency effectiveness.

Specific knowledge, skills, abilities:
- Advanced knowledge and demonstrated experience analyzing business requirements, researching best practices, designing and implementing IT systems and networks to address business needs;
- Advanced knowledge and demonstrated experience applying best practices in customer service and technology call centre applications;
- Advanced knowledge and demonstrated experience with Windows 10, Windows Server 2019 and data communication;
- Advanced and progressive computer software skills in MS Office;
- Advanced organizational skills and the ability to set priorities and mange conflicting demands;
- Advanced problem solving and analytical skills in relation to hardware and software trouble shooting and support;
- Advanced time management skills and the ability to balance work priorities and multiple project demands in order to meet project objectives and deadlines;
- Advanced organizational skills and the ability to set priorities and manage conflicting demands of multiple priorities;
- Advanced oral communications skills as the customer service liaison requiring negotiation and conflict resolution skills;
- Advanced ability to work under pressure and within tight timelines;
- Advanced ability and demonstrated experience working independently and as a member of a team Intermediate oral communications skills and demonstrated experience in presenting technical concepts and information to individuals and groups for the purpose of training, decision making, defining an approach, setting priorities and timelines;
- Intermediate project planning skills and demonstrated experience in the development of project goals and objectives, working plan and timelines and well as coordination of efforts to implement project plans;
- Intermediate written communications skills and demonstrated experience in researching and creating proposals for new technologies or approaches, creating technical documentation to support roles and responsibilities and communicating information and concepts informally via email;
- Basic facilitation skills and demonstrated experience facilitating project planning, problem solving and priority setting and implementation with a small task group;

**Posting Notice
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- Valid driver's license and reliable vehicle or the ability to travel in a timely and efficient manner to locations within and outside the health unit district.

Education:
- Three-year College Diploma in Information Technology or related field PLUS Microsoft Certified System Engineer (MCSE).

Related Experience:

Minimum 3 years' experience as a network administrator including the analysis of system and business needs in relation to technology; network design, implementation and maintenance; helpdesk.

Deadline: 4:00 pm, TUESDAY, FEBRUARY 25, 2020

For External Applicants Only:

If interested in applying for this position, forward résumé with cover letter to Human Resources at hr@smdhu.org referencing posting **# 20-13** in the subject line.

Due to the large volume of applications we receive, and to ensure your application is given due consideration, we kindly request all applications for this position include both an up-to-date resume, and a detailed cover letter including specific examples of how you meet the required qualifications and skills for this position. The cover letter is to clearly identify:
   a. How your education meets the educational requirements listed.
   b. How your experience meets the experience requirements listed.
   c. How your experience meets each of the required knowledge, skills and abilities listed.
   d. How your education and/or experience meet each of the listed assets, which are considered preferences.

Applicants who fail to satisfactorily provide the information requested above in their cover letter will be deemed to not meet the minimum job requirements listed in this job posting. Accordingly, their application will not be considered in this competition.

Following submission of your e-mailed cover letter and resume, you will receive a standard reply e-mail confirming your e-mail was received by SMDHU. If you do not receive this confirmation e-mail your electronic application was not received and you will not be considered. Also, if SMDHU's confirmation e-mail is dated/timed after the posting deadline, your application will not be considered.

If selected for an interview, candidates may be assessed through testing and/or by providing a presentation/portfolio highlighting examples of their work that is applicable to the position being applied to.

The Simcoe Muskoka District Health Unit is an equal opportunity employer. Accessibility accommodations are available for all parts of the recruitment process upon request. Due to the number of qualified applications we receive, only those selected for an interview will be contacted. All candidates must be legally entitled to work in Canada.

C: SMDHU Website
   HR Recruitment File