JOB POSTING

Position Title:	Intermediate Technical Support Analyst
Department:	Digital & Technology
Reports To:	IT Manager
Location:	Toronto
Status:	Permanent, Full-Time
Posting Period:	March 8 – Until Filled
Competition Number:	2018-043

Health Quality Ontario is the provincial advisor on the quality of health care. With the goal of excellent care for all Ontarians, Health Quality Ontario reports to the public on how the system is performing, develops standards for what quality care looks like, evaluates the effectiveness of new health care technologies and services, and promotes quality improvement aimed at sustainable positive change. Visit www.hqontario.ca for more information.

THE OPPORTUNITY

As an Intermediate Technical Support Analyst reporting to the IT Manager, you are responsible for providing technical support to local and remote employees with issues relating to hardware failures and replacements as well as software support such as Microsoft Windows 10 Pro, MS Office application suites, and mobile devices. Issues must be responded to and tracked within the ticketing system in a courteous, timely manner.

WHAT CAN I EXPECT TO DO?

- Resolves end-user incidents and problem management
- Installs and supports PC/MAC hardware and software
- Manages Windows 10 systems images, cloning and deployment
- Installs/Supports end-user ShoreTel/Cisco VoIP hardware/software
- Supports staff Blackberry/iPhone mobile devices
- Supports peripheral hardware (including printers, copiers, projectors)
- Asset tracking (PCs, mobile devices, software and peripherals)
- Professional client service oriented approach to support
- Defines corporate desktop image standards
- End-user software and hardware evaluations/recommendations.
- Provide excellent troubleshooting and follow through for all issues
- Creating and maintain training documentation and providing IT Orientation training
- Support end-users on Sharepoint, OneDrive, Skype for Business and other Office 365 collaboration tools
- Support staff with audio/video requirements for boardroom meetings hosted onsite and at offsite locations
- Administer and secure Fortinet/Cisco Firewalls, Aruba/Cisco access points and controllers
- Administers Active Directory accounts, group policies, MS exchange, VPN connections

HOW DO I QUALIFY?

To be considered for this opportunity, you will have:

Education:

Required:
- College or IT Technical Diploma

Preferred:
- University Degree
- MCSA (Windows 10 Pro, Server 2016, Office 365)
- VCP6.5-DCV, CompTIA A+ Certification an asset
- Cyber security threat prevention

Experience:

Required:
- Desktop administration /support experience in a Windows environment supporting 250-300+ users in an Active Directory domain with local, and remote users/offices
- Supporting network based printing solutions (local and networked printers)
- Supporting Windows server network based file shares, OneDrive, SharePoint Online, Skype for business in an environment of 250-300+ local and remote users.
- 3+ years supporting mobile/remote workers using a variety of laptop (HP, Lenovo, Dell), or personal computing platforms (BlackBerry/BES, iOS etc.)
- 3+ years supporting a Microsoft Office 365/2016/2013 across a user base of 250-300+
- 3+ years supporting basic network access for end-users in a wired/wireless network environment using a variety of connection methods including IPSEC & SSL VPN

Required Technical Skills & Knowledge:

- Proficient Knowledge of Microsoft Office 2013/2016
- Windows 10 Professional
- Helpdesk Support Ticketing Software
- Windows Servers - 2016/2012 R2, WSUS
- Active Directory
- MS Exchange 2013 environments
- BES V12.5
- End-Point Security
- VPN's and IT security
- VMWare 6.5 administration

Key Competencies:

- Create and resolve tickets with 3rd party service providers
- Strong ability to prioritize tasks without losing track of the queue
- Goal and task oriented
- Good oral and written communication skills to provide technical support and documentation
- Able to adapt to and learn new technologies
- A passion for technology and driving change

Key Organizational Competencies:

- **Think Strategically:** Think broadly to build long-term success; understand health care system impacts and maintain internal alignment.
- **Develop People:** Grow leadership capacity by investing time and resources to attract, retain and develop people. Build skills.
- **Be Agile:** Quickly respond to and shape an ever-changing health care system. Adapt, navigate and thrive in changing circumstances.
- **Act as One Organization:** Align on and build consistent business processes; set standards to ensure effective, quality health care delivery.
- **Nurture Partnerships and Relationships:** Cultivate effective and influential working relationships (internal and external) and collaborate to achieve mutually beneficial goals. Work effectively across the system.
- **Build Credibility:** Take personal ownership for delivering results and adding value in every interaction. Continually earn our place as a critical player in the Health Care landscape.

Qualified applicants are invited to submit a covering letter and resume to HQORes@hqontario.ca, quoting the above competition number as well as your name. Resumes will be reviewed 10 days after posting and will continue to be reviewed until the position is filled. We thank all candidates for their interest, however, only those selected for an interview will be contacted.

Health Quality Ontario is committed to meeting the needs of all individuals in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code. Should you require accommodations during the recruitment and selection process, please contact Human Resources

For additional information on Health Quality Ontario, please visit our website at www.hqontario.ca.