



Compass Community Health offers primary care health services and health promotion programs to diverse communities and individuals.

We are currently seeking a:
Technical Specialist – Tier 2
Permanent Full-Time (37.5 hours/week)
(Waterloo Area)
(Annual Salary Range: \$67,766 - \$78,000)

What we are looking for:

- A self-motivated, avid information technology professional with a get-things-done attitude!
- Passion for providing day-to-day technical support; quality control and innovation; and has at least 3-5 years of experience in the Information Technology environment;
- Experience with Office 365 components, VMware and Hyper-V required;
- Experience deploying and troubleshooting Microsoft Server products;
- Experience with network devices and concepts (Firewalls, switches, access points, etc.)
- Experience with software deployment tools
- Strong communication skills, tech savvy and works well with an interdisciplinary healthcare team.

What you can expect to do:

- Provide day to day technical support within a ticketing systems;
- Monitor, maintain, and troubleshoot FortiGate devices and communicate with support if required;
- Communicate with manufacturer support for backups, Office 365, etc.;
- Install and troubleshoot EDR and anti-virus agents on end-user devices;
- Configure and deploy software using PDQ Inventory and Deploy;
- Configure backup systems (Veeam, Barracuda, Datto etc.);
- Work with Tier 3 on year-end hardware and software Strategic Planning;
- Maintain asset inventory and e-waste;
- Basic LAN/WAN cabling, and patch panel troubleshooting;
- Address all day-to-day technical requirements for each site allocated;
- Travel to partner sites as needed.

We invite you to review the **Technical Specialist Tier 2** job description on our website under Careers at <https://www.compassch.org/about-us/employment-opportunities-careers> for additional job-related information.

In return for your results-orientation and dedication, we offer a competitive salary based on experience and qualifications. We also offer a comprehensive benefits package and HOOPP pension plan.

Please respond in confidence by Friday, March 14, 2025, at 4:00 p.m. to:

Human Resources Specialist

Email: hr@compassch.org

We thank all applicants for their interest, only those selected for an interview will be contacted.

Compass Community Health is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. If contacted for an employment opportunity, please advise Human Resources at 905-523-6611 ext 3033 if you require accommodations.