



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

We are currently seeking:

Helpdesk Specialist
Permanent Full-Time (37.5 hours/week)
Annual Salary Range: \$45,531 - \$53,000

What we're looking for:

- Proven experience in a customer support or helpdesk role, preferably in a technology-driven environment;
- Excellent communication skills, both written and verbal, with the ability to convey technical information clearly and concisely;
- Strong problem-solving and critical-thinking skills, with the ability to empathize with customers and address their needs effectively;
- Proficiency in using customer support tools and software, such as ticketing systems, and knowledge base software;
- Attention to detail and accuracy in handling customer inquiries and data entry;
- Flexibility to work non-standard hours or weekends as needed to support customer needs;
- Good knowledge in Microsoft Office.

What you can expect to do:

- Respond promptly and professionally to customer inquiries via phone, email, chat, or social media channels;
- Track all incoming tickets/issues for each IT and IM partner organization via the ticketing system;
- Reset and Unlock systems network and EMR user password for all IT and IM partner organizations as and when requested in a secured environment (on-site);
- Run weekly ticket reports and provide them to relevant IT and IM partner organizations;
- Be the backup person to maintaining PowerPoint presentation to be displayed on waiting room computers;

We invite you to review the **Helpdesk Specialist** job description on our website under Careers at <http://www.compassch.org/> 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 Wednesday, October 15, 2025 at 4:00 p.m. to:

Human Resources Specialist

Email: hr@compassch.org

438 Hughson Street North, Hamilton, ON, L8L 4N5

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.