



POSITION DESCRIPTION

POSITION TITLE: Helpdesk Specialist

RESPONSIBLE TO: Chief Information Officer

GENERAL ACCOUNTABILITIES:

*The **Helpdesk Specialist** serves as a champion of the Vision and Mission and promotes an environment that is consistent to the Health Centre's Statement of Values and Principles. The Helpdesk Specialist is an essential member of the client-centred health professional Team. The Helpdesk Specialist will work with the other members of the Health Centre's teams to effectively and efficiently serve Health Centre clients through traditional, non- traditional and innovative approaches to service delivery within the broad determinants of health framework. The Helpdesk Specialist will assist the Chief Information Officer in the implementation of strategic information technology and information management solutions in order to improve client care and public accountability.*

SPECIFIC ACCOUNTABILITIES:

- Respond promptly and professionally to customer inquiries via phone, email, chat, or social media channels;
- Identify and escalate complex issues to appropriate teams or higher-level support personnel;
- Track all incoming tickets/issues for each IT and IM partner organization via the ticketing system;
- Track time for each ticket using the ticketing system;
- Direct the ticket/issue to the relevant IT and IM staff member;
- Ensure all user calls are responded to within acceptable parameters established by the Health Information Systems department;
- 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);
- Communicate new user passwords for IT and IM partner organizations via encryption terminology;
- Maintain an user directory for all users (IT and IM partners);
- Using customer service tools, systems and training to understand and resolve customer questions and concerns;
- Building relationships and loyalty with customers via friendly, efficient, and high-quality customer service;
- Maintain a high level of product knowledge to effectively address customer questions and concerns;
- Assist on special projects;
- 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;
- Resetting and Unlocking systems network user password for all Information Systems partner organizations as and when requested via a ticket;
- Perform other duties as assigned.

QUALIFICATIONS:

- Diploma in Computer Science, or an acceptable combination of education and relevant experience required;
- 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.

EXPERIENCES:

- Minimum 1-2 years of direct work experience helpdesk and customer service environment;
- Demonstrated ability to problem-solve and work under minimal supervision;
- Innovation - Identify progressive solutions that improve service, teamwork, efficiency, and/or effectiveness;
- Teamwork - Be a part of the whole; support each other positively;

I understand the requirements, essential functions and duties of the position.

Date

Revised: March 2024