



## POSITION DESCRIPTION

**POSITION TITLE:** Technical Specialist - Tier 3

**RESPONSIBLE TO:** Chief Information Officer

### GENERAL ACCOUNTABILITES:

*The **Technical Specialist - Tier 3** 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 Technical Specialist - Tier 3 is an essential member of the client-centred health professional Team Technical Specialist - Tier 3 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 Technical Specialist - Tier 3 will assist the Chief Information Officer in the implementation of strategic information technology solutions in order to improve client care and public accountability.*

### SPECIFIC ACCOUNTABILITIES:

- Ensure all tickets are closed according to the ticket urgency;
- Engineer, deploy and manage a Backup system and Disaster recovery systems;
- Engineer, deploy, secure, and manage a Patch management Servers and all backend devices/appliances;
- Deploy and Maintain Cyber Security at an organizational level (EDR, Anti-Virus, Firewalls etc.);
- Communicate with 3<sup>rd</sup>, party vendors and support;
- Develop and manage networking mapping documents (network diagram);
- Technical Project Management;
- Technical on boarding for end-user;
- Plan and research to improve internal workflows and standardization;
- Year-end hardware and software Strategic Planning;
- Assist in maintaining and upgrading hardware and software related to backend devices;
- Configure, deploy, and troubleshoot all backup and Disaster Recovery systems;
- Network management and administration duties in a Microsoft Server and VM Server Environment;
- Validate, create, update, and maintain documentations on technology protocols hardware and software;
- LAN/WAN management in a quickly-evolving network topology;
- Deploy and manage switches and routers at the core and departmental levels;
- Configure VPN tunnels and connections to all relevant networks;
- Ensuring all helpdesk tickets are closed promptly;
- Travel to other work locations (if applicable);
- Backend administration of O365;
- Conduct IT Network Assessments for IT partner organizations;
- Willingness to work after hours or weekends and on-call;
- Designing and implementing cloud-based solutions and provide expertise in cloud architecture and services (O365, Azure, AWS, Datto, etc.);
- Perform other duties as assigned.

**QUALIFICATIONS:**

- Degree or Diploma in Information Technology/Computer Science or an acceptable combination of education and relevant experience required;
- Excellent Communication skills;
- Strong analytical skills combined with good report-writing skills;
- High degree of resourcefulness, flexibility, and adaptability;
- Cisco certifications will be an asset;
- Microsoft certifications will be an asset;
- CompTIA certifications will be an asset
- Familiarity with server virtualization;
- Basic computer networking knowledge
- Good knowledge Windows operating systems;
- Possession of a “G” class driving license and access to a vehicle is required.

**EXPERIENCES:**

- Minimum 3-10 years of direct work experience in an Information Technology environment;
- Experience with Office 365 components required;
- Experience with VMware and Hyper-V required;
- Experience in managing Cyber Security protocols;
- Experience deploying and troubleshooting Microsoft Server products;
- Experience with network devices and concepts (Firewalls, switches, access points, etc.)
- Experience with software deployment tools;
- Ability to work independently, comfortable working in a fast-paced and demanding environment;
- Frequently work at a fast pace, with unscheduled interruptions and deadlines;
- Teamwork - Be a part of the whole; support each other positively;
- Good technical writing skills;
- Demonstrated capacity to work effectively under pressure;
- Demonstrated ability to problem-solve and work under minimal supervision.

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

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Date

Revised:            March 2024