POSITION DESCRIPTION

POSITION TITLE: **Technical Specialist - Tier 1**

RESPONSIBLE TO: **Chief Information Officer**

GENERAL ACCOUNTABILITES:

*The **Technical Specialist - Tier 1** 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 1 is an essential member of the client-centred health professional Team Technical Specialist - Tier 1 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 1 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;
- Assist with user onboarding and training – Domain, VPN and Office 365 user accounts, 2 factor authentication;
- User creation, and modification on premise and cloud. Assign licenses, printers, shared drives, etc. according to new user forms.
- Configure, image, and deploy computers;
- Install EDR and anti-virus agents on end-user devices;
- Install end user hardware (scanners, printer, label makers, peripherals);
- Communicate directly with end-users onsite and remotely;
- Troubleshoot end user hardware (Computers, printers, scanners, peripherals, etc.);
- Troubleshoot end user software (Office, Teams, Adobe, scanner software, browsers, EMR, etc.);
- Maintain asset inventory and e-waste;
- Assist Tier 2 and Tier 3 with Windows Server roles and features (AD, print, file, etc.);
- Basic LAN/WAN cabling, and patch panel troubleshooting;
- Address all day-to-day technical requirements for each site allocated;
- Travel to partner sites for regularly scheduled visits;
- Travel to other partner sites as required.
- Willingness to work after hours or weekends and on-call;
- 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 1-3 years of direct work experience in an Information Technology environment;
- 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