

## END USER SUPPORT TECHNICIAN (Permanent Full Time)

### The Opportunity

As a member of the Corporate Services Team, the End User Support Technician is responsible for addressing Help Desk concerns and providing frontline technology support across the South West LHIN.

### What Can I Expect to Do?

Reporting to the Manager of IT and Facilities your responsibilities will include:

- Handles concerns directed to the Help Desk and tracks tickets.
- Provides front-line technology support (e.g., installing software and programs, creating and disabling users, setting up hardware, setting up video/audio teleconferences, etc.).
- Trouble shoots basic technology concerns (e.g., fixing/replacing computers and other devices, first-level support to VOIP phones, etc.).
- Provides technical support for new applications and systems.
- Performs maintenance activities (e.g., facilities and equipment repairs, snow removal, etc.) and ensures compliance with health and safety requirements.
- Handles security concerns, including conducting security audits and setting-up and providing security badges.
- Sets up workspaces; books facilities and equipment when needed.

**Location:** This position is located at the South West LHIN's Stratford site.

### How do I qualify?

#### Education:

- Minimum 2 years Information Systems diploma from a recognized Community College.
- ITIL Foundations Certification an asset.

#### Experience and Skills:

- Previous experience in an information technology support capacity.
- Basic knowledge of management information systems, technology and software.
- Basic understanding of the impact on client service delivery of changes and interruptions to applications.
- Basic knowledge of government and MOHLTC policies, processes and legislation affecting facilities administration.
- Basic knowledge of health and safety legislation as it applies to physical facilities.
- Handles concerns directed to the Help Desk and tracks tickets.
- Travel between sites within the South West region is required depending on the project.
- Required to be "on-call".
- Must have a valid driver's license and access to a vehicle.
- Regular travel throughout the South West LHIN and occasional travel outside the South West region.

#### Language:

- Proficiency in French is an asset.

**Should you be interested in this exciting opportunity, please visit [www.lhinjobs.ca](http://www.lhinjobs.ca) to apply. Application deadline is April 1, 2018 at 11:59 p.m.**

**Compensation includes competitive salary, benefits and pension plan.**

### About Us

*The South West Local Health Integration Network (LHIN) is one of 14 local organizations in Ontario that plan, coordinate and fund local health services and deliver high quality home and community care to patients and families. The South West LHIN is committed to health improvement, innovation, and the establishment of collaborative partnerships to improve population health, patient experience and value for money across the health care system.*

*LHIN staff incorporates the best aspects of teamwork and continuous learning as they work with the local community to ensure the best health outcomes for everyone. If you have a passion for excellence and an entrepreneurial spirit, this is your opportunity to make a difference as part of a dynamic team transforming the Ontario healthcare system.*

**For further information on the South West LHIN please visit: <http://www.southwestlhin.on.ca>**

*The LHIN is an equal opportunity employer and all applicants are welcome. We thank all candidates for their interest, however, only those selected for an interview will be contacted. Individuals with a disability requiring accommodation during the application and/or the interview process should advise the recruitment contact so arrangements can be made.*