



JOB POSTING

25-14

POSITION: Helpdesk Technician, Permanent Full-time

SHIFT: 37.5 hours per week, Monday – Friday

SALARY: \$35.08 to \$38.96 + Comprehensive benefits package including HOOPP pension, health/dental, disability insurance, vacations.

QUALIFICATIONS:

- An undergraduate or college degree in relevant field; Computer Science, Software Computer Engineering or Health Informatics or currently in a program listed above with intent to graduate.
- Microsoft Professional Certifications are preferred.
- Practical knowledge of any of the following skill areas: Windows OS, Microsoft 365, video-conferencing technologies, and/or virtual machines/servers.
- Minimum 3 years of relevant industry experience; Network Administration, Cyber security, IT technical support, Software programming or other computer operations.
- Minimum of 3 years of relevant experience providing system support, training, consultation and system implementation.
- Must have advanced understanding of computer hardware and be able to work within a networked environment.
- Excellent client service skills.

RESPONSIBILITIES:

In collaboration with the System Support Technician and with regional partners:

1. Assists with the Hospital's Local and Wide Area Networks (LAN/WAN) and provides to users technical/troubleshooting assistance with computer hardware, software and mobile devices.
2. Responsible for the effective use and maintenance of the organization's IT assets.
3. Follow organization-wide information technology policies and procedures to ensure safe and proper application of technology and which promote the mission and goals of the organization.
4. Provide recommendations to apply and improve technology in various departments and services within the organization.
5. Develop and maintain effective communication and office automation technology within the Hospital.
6. Ensure Network availability, reliability and security on WAN/LAN Wi-Fi environments.

7. Provide effective Helpdesk process and courteous, timely IT Helpdesk response.
8. Provide knowledge and support for all applications used within the hospital either hosted locally or remotely.
9. Schedule upgrades and security backups of hardware and software systems; to maintain cybersecurity.

RLMCMH is an 18 bed facility located in beautiful, rural Northwestern Ontario. We offer 24 hour emergency care, acute & chronic care, diagnostic services, rehabilitation, and a variety of day clinics. The community of Red Lake is home to approximately 5000 residents. The primary industries include mining, tourism, and forestry. The town is approximately a 3 hour drive from Kenora and a five hour drive from Winnipeg. Red Lake can be accessed by road or by air.

THIS POSITION IS OPEN TO ALL QUALIFIED APPLICANTS

Red Lake Margaret Cochenour Memorial Hospital is committed to employment equity. Upon request, accommodation for disabilities can be provided in the hiring process to applicants who meet the required qualifications outlined in the job description.

Those interested in the position are requested to apply in writing to:

Simranpreet Kaur, Human Resources Manager

jobs@redlakehospital.ca

Red Lake Margaret Cochenour Memorial Hospital
Box 5005, Red Lake Ontario P0V 2M0