Red Lake Margaret Cochenour
MEMORIAL HOSPITAL

JOB POSTING

23-43

POSTION:	Helpdesk Technician Intern, Twelve-Month Contract
CLOSING DATE:	October 2, 2023
SHIFT:	37.5 hours per week, Monday – Friday
SALARY:	$29.94 + 22% in lieu of benefits / vacation; pension available.

QUALIFICATIONS:

- Post-secondary diploma or degree in relevant field, such as Computer Science, Software Engineering, or Health Informatics. ***Must be a new grad or new to the industry / healthcare IT field.***
- Microsoft Certified Professional is preferred.
- Practical knowledge of any of the following skill areas: MS Office, MS Exchange Server, MS-SQL Server, video-conferencing technologies, and/or virtual machines/servers
- Must have advanced understanding of computer hardware and be able to work within a networked environment.
- Excellent troubleshooting and problem solving skills.
- Excellent client service skills.
- Demonstrates behaviours consistent with Red Lake Hospital's Code of Conduct and strategic priorities.

RESPONSIBILITIES:

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

- Assists with the Hospital's Local and Wide Area Networks (LAN/WAN) and provides to `users technical/troubleshoot assistance with computer hardware, software and mobile devices.
- Responsible for the effective use and maintenance of the organization's IT assets.
- 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.
- Provide recommendations to apply and improve technology in various departments and services within the organization.
- Develop and maintain effective communication and office automation technology within the Hospital.
- Ensure Network availability, reliability and security on WAN/LAN Wi-Fi environments
- Provide effective HELPDESK process and courteous, timely IT Helpdesk response.
- Provide knowledge and support for all applications used within the hospital either hosted locally or remotely

- Schedule upgrades and security backups of hardware and software systems; to maintain cybersecurity
- Ensure the smooth running of all systems, including Networks, anti-virus software, print services and email provision; including the development and application of downtime procedures
- Ensure that software licensing laws are adhered to;
- Assist in crisis situations, which may involve complex technical hardware or software problems; on a regular business hours or on-call after hours emergency.
- Keep up to date with the latest technologies.
- Manage the VOIP telephone system and maintain digital directory.

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:

Pearl Fleming, HR & Communications Lead
jobs@redlakehospital.ca
Red Lake Margaret Cochenour Memorial Hospital
Box 5005ed Lake Ontario P0V 2M0