

**PERTH AND SMITHS FALLS DISTRICT HOSPITAL**

**INTERNAL JOB POSTING**

**JOB POSTING # CUPE 2022-56**

**DATE:** MAY 18, 2022

**DEPARTMENT:** H.I.S.

**POSITION:** CUSTOMER SUPPORT TECHNICIAN  
TEMPORARY FULL TIME (UP TO 6 MONTHS)

**SUMMARY OF JOB:**

The Customer Support Technician provides customer service and information technology support ensuring timely and accurate problem resolution and education to enable customers to use the supported information infrastructure. The incumbent liaises with all hospital employees, medical staff and volunteers and contributes to a positive working environment and is accountable for

**SUMMARY OF JOB:**

**Customer Support**

- Provide timely, professional, resolution to appropriate level support for desktop software and hardware issues as per defined processes and service levels. With a strong focus on call resolution at 1<sup>st</sup> level, perform the following for each support call:
  - Record standard call demographics,
  - Perform problem analysis,
  - Evaluate severity,
  - Establish priority,
  - Perform diagnostics, and
  - Complete additional documentation/activities as required
  - Be part of the IT on call support rotation
- Where the problem is diagnosed and resolved at the 1<sup>st</sup> level, complete required customer feedback and documentation. When the 1<sup>st</sup> level processes are completed and the problem is not resolved, escalate to 2<sup>nd</sup> level support based on defined processes

- Diagnose, troubleshoot and maintain microcomputer hardware, software and peripherals. Escalate to 2<sup>nd</sup> level where appropriate.
- Install, upgrade, and configure distributed computing hardware and software and peripherals as defined by PSFDH policies and procedures. Order parts as directed.
- As required, the technician will conduct follow up activities and communications with 2<sup>nd</sup> and 3<sup>rd</sup> level support and management. The technician will immediately escalate urgent systems issues and issues that are not related to 1<sup>st</sup> level support to designated personnel.
- Set up, maintain and troubleshoot audio/video conference equipment
- Responsible for telephones including stocking, issuing, repair and inventory tracking
- Responsible to effectively utilize 1<sup>st</sup> level support tools and resources, including the call tracking system, telephone system, asset management system, remote infrastructure monitoring systems (including desktop, network, system and application management), and other tools as required.

### Training

- At the direction of the Manager, Specialist or Analyst:
  - Provide classroom and one on one training to customers
  - Participate in development of training programs as required for staff
  - Assist in the creation of documents and support resource materials (e.g. support procedures, call templates, call scripts)
  - Other training duties as assigned

### Documentation & Administration

- Document, in accordance with standard departmental operating procedures, the information relating to support calls. As directed by the Specialist or Analyst, assist in the creation and maintenance of departmental procedures, documentation, and reports for knowledge base and customer support initiatives.
- Where call resolution includes changes to desktop hardware or software, maintain records system configurations and changes. Update asset management systems as per department operating procedures.
- As directed by the Manager, Specialist or Analyst, provide assistance with the following:
  - IT ticketing system/administration
  - Reporting on departmental metrics
  - Additional activities as required

### Additional Duties

- In conjunction with other members of the Information Technology team, participate in various Information Technology related projects. These may be focused around installation, commissioning and testing of new hardware and software systems; development and delivery of training for new users or new systems; and supporting security changes required for new technology.

## **JOB SPECIFICATIONS**

### **Educational Requirements**

- Three (3) year Community College Diploma in Computer Sciences or Information Systems

### **Previous Experience Requirements**

- Three (3) year Community College Diploma in Computer Sciences or Information Systems
- At least one (1) year recent experience in an IT Desktop Support organization or MCSE or MCSA
- certified with at least two (2) years recent experience in an IT Desktop Support organization

### **Skills Required**

- Demonstrated ability to speak, read and write English
- Demonstrated proficiency and troubleshooting skills with Windows 7 and 10 operating system and network environment
- Demonstrated knowledge of computer hardware and peripherals
- Demonstrated ability to use Microsoft Office products (2010 and up)
- Demonstrated ability to use Microsoft Outlook
- Demonstrated ability to deal with confidential issues. A high responsibility level is associated with this position due to the sensitive and restricted/classified nature of the information contained in the hospital's information systems, particularly the Meditech system.
- Demonstrated knowledge of remote tools
- Ability to multi-task and work in a stressful environment
- Ability to deal with people and people experiencing elevated levels of stress
- Basic knowledge of LAN, WAN and TCP/IP
- Basic knowledge of Active Directory
- Above average interpersonal and communication skills-oral, written and electronic
- A systematic, analytical approach to problem solving
- The motivation and aptitude to teach/instruct
- Demonstrated ability in keyboarding
- Valid driver's license

**CLOSING DATE:** May 24<sup>th</sup>, 2022, AT 4PM

**Be advised that the Perth and Smiths Falls District Hospital has a vaccination policy located on PDMS. Proof of vaccination will be required as a condition of employment, subject to exemptions contained in the policy.**

**Applications shall be in writing via e-mail to [hr@psfdh.on.ca](mailto:hr@psfdh.on.ca) stating the posting number.**