

**PERTH AND SMITHS FALLS DISTRICT HOSPITAL
CUPE 2026-81**

DATE: April 9, 2026

DEPARTMENT: H.I.S.

POSITION: CUSTOMER SUPPORT TECHNICIAN
PERMANENT FULL-TIME

SUMMARY OF JOB:

The Customer Support Technician provides customer service and first-level 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, contributing to a positive working environment, and is accountable for contributing to service delivery of the Perth and Smiths Falls District Hospital. The Customer Support Technician participates in the on-call schedule providing support after hours and on weekends/statutory holidays.

MINIMUM REQUIREMENTS/QUALIFICATIONS MUST HAVE:

- Completion of a two (2) or three (3) year Community College Diploma in Computer Sciences or Information Systems/Technology
- At least one (1) year recent experience in an IT Desktop Support role OR an equivalent combination of education and experience
- Demonstrated knowledge of computer hardware and peripherals
- Demonstrated ability to use Microsoft Office/Outlook
- Ability to multi-task and work in a stressful environment
- Basic knowledge of Active Directory
- Above average interpersonal and communication skills (oral, written and electronic)
- A valid driver's license

Assets

- Previous experience using LanSweeper (Asset Management and Helpdesk)
- Previous experience using AD Manager Plus
- Previous experience in the healthcare sector

SHIFTS: Days, On Call

SALARY: \$29.873 - \$30.738 - \$31.913 - \$ 33.198 - \$34.488

How to apply: Please submit a resume and cover letter to HR@psfdh.on.ca, quoting the job number.

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.

Perth and Smiths Falls District Hospital is an equal opportunity employer committed to meeting needs under the Canadian Charter of Rights and Freedom and the Ontario Human Rights Code. Our recruitment process follows the Accessibility for Ontarians with Disabilities Act in order to provide a fair and equitable process for all candidates. Applicants requiring accommodation through the recruitment/interview process are encouraged to contact the Human Resources Department at 613-283- 2330 ext. 1888 for assistance.

We thank all interested candidates for their response, however, only those chosen for an interview will be contacted.