

**PERTH AND SMITHS FALLS DISTRICT HOSPITAL
JOB POSTING CUPE 2023-90**

DATE: October 16, 2023

DEPARTMENT: H.I.S.

POSITION: CUSTOMER SUPPORT TECHNICIAN – TEMPORARY 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: \$27.539 - \$28.336 - \$29.419 - \$ 30.604 - \$31.793

CLOSING DATE: October 23, 2023, AT 4PM

Be advised that the Perth and Smiths Falls District Hospital has a vaccination policy. 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 stating the posting number.