

**PERTH AND SMITHS FALLS DISTRICT HOSPITAL
EXTERNAL JOB POSTING
CUPE 2025-236**

DATE: October 29, 2025

DEPARTMENT: HIS/IT Department

POSITION: Systems Support Specialist- TEMPORARY FULL-TIME

SUMMARY OF DUTIES:

The System Support Specialist is an integral member of the Information Technology (IT) team providing customer service support for the hospital's healthcare information systems (HIS). Reporting to the IT Manager this role is pivotal to support daily operations, provides improvement recommendations, and IT project support as required.

This position works in partnership with clinical and support service departments and is committed to providing timely and sound technical support while ensuring sound IT environment for PSFDH and its patients, staff, physicians.

DUTIES AND RESPONSIBILITIES:

- Provide operational support for all facets of the Hospital's Health Care Information System (Meditech/Lumeo) including participating in the after-hours call schedule.
- Provide supports for device interfaces to the Lumeo system, including but not limited to lab analyzer interfaces utilizing RS-232 and Ethernet connect.
- General maintenance of Active Directory, M365, DNS, WINS, DHCP.
- Install new software releases, security patches, and system upgrades as required.
- Manage backup rotation and perform manual backups and restores as needed.
- Work between Perth and Smiths Falls sites, planning and prioritizing tasks as required.
- Administer user accounts and permissions on the corporate network (Active Directory, Meditech)
- Manage and update workstation software using industry and MS best practices.
- Provide IT Technical Support as required.
- Configure, upgrade, setup, and install computer hardware and software, and other equipment such as UPS, Ethernet cabling, switches, routers.
- Respond to move, add, and change requests submitted through the Helpdesk.
- Able to meet the physical requirements of the job including running cabling, working on and below counters and desks, and transporting equipment.
- Manage all problems to resolution, communicate resolution status to user and document solutions to problems.
- Diagnose, troubleshoot and resolve hardware, software or connectivity problems, escalate problems/tasks when appropriate to internal IT senior staff or third party vendors.
- Covers on call as per the department rotation.
- Imaging PCs, updating images in compliance with best practices.

- Troubleshooting problems on local and remote desktops, laptops, printers, handheld devices, and peripheral devices such as scanners and cameras.
- Maintaining hardware/software inventories.
- Proactive approach to technical support.
- Documentation of project related duties.

JOB SPECIFICATIONS:

- Understanding of LAN/WAN technologies (TCP/IP)
- Excellent working knowledge of Active Directory, M365, DNS, WINS, DHCP
- Excellent knowledge of Microsoft core operating systems Microsoft Office applications, PC diagnostics, E-mail and Internet
- Excellent time management, oral and written communication skills, as well as phone etiquette
- Ability to work both independently or in a team setting in a fast paced, high volume environment, and ability to meet deadlines
- Excellent organizational skills for managing projects, processes and information
- Self-motivated, energetic and a results orientated work ethic
- Solid troubleshooting skills with the ability to quickly identify and resolve issues
- Ability to use a motor vehicle during working hours
- Ability to maintain calm in high pressure scenarios and remain positive when dealing with challenges

EDUCATION REQUIREMENTS:

Mandatory

- Computer/technology related degree or diploma

Preferred

- Microsoft certification
- Cybersecurity training

PREVIOUS EXPERIENCE REQUIREMENTS:

Mandatory

- Minimum of 3 years' experience in I.T. Support and troubleshooting end-user and network technologies
- Minimum of 3 years' experience with installation and troubleshooting of Windows Operating Systems
- Minimum of 1 year experience configuring network devices, deploying servers, supporting Active Directory and Group Policy, and supporting an M365 environment

Preferred

- Meditech Experience
- Experience with virtualization software (eg. VMware, Microsoft Virtual Server/PC)
- Experience supporting Citrix Presentation Server and Microsoft Terminal Services

- Experience supporting users and computers in a hospital setting
- Experience implementing and supporting HL7 interfaces

SALARY: \$37.992- \$38.687 - \$39.399 - \$40.127 - \$40.864 - \$44.617

SHIFTS: Days (Subject to scheduling change as per management Rights and Article G.01 of the CUPE Collective Agreement).

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. 1132 for assistance.

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