

External Job Posting

Position Title: Technology and Information Systems Coordinator (TISS)

Employment Status: Full-Time Permanent

Hours of Work / Work Schedule: Full-time hours

Salary Range: \$60,155 – \$70,771

Position Reports To: IT Manager

Location: Oshawa location – 115 Grassmere Ave.

Organization – Quick Overview

Carea Community Health Centre is a recognized leader in redefining the experience of community-based health and wellness services. We provide access to high quality holistic and inclusive care that is responsive to the needs of the community and empowers individuals to enhance their own well-being. We hold these values equally: (1) Person Centered; (2) Inclusive; (3) Compassion; (4) Teamwork & Collaboration; and (5) Accountability & Reliability. These five core values embody who we are, how we work, and are fundamental to our culture. Every member of our team demonstrates their commitment to these core values in their everyday activities. These values steer our decision making, guide the delivery of care and services, and govern how we interact with our clients, Directors, and each other. Carea will continue to focus on building its capacity to provide a full range of health and wellness services to clients of all-ages across Oshawa, Whitby, Ajax, and Pickering.

Position Overview

As a member of the Corporate Services, Facility, and Information Management & Technology team (FFIT), and reporting to the IT Manager, the Technology, and Information Systems Support (TISS) works under minimal supervision in administering and maintaining CCHC's information technology systems (including PC and LAN equipment) while providing Information Management systems and operations support for the organization's standard hardware, software, and voice/data network solutions.

Key Responsibilities:

- Responsible for the installation, and life-cycle maintenance of PCs, servers, and LAN network connectivity equipment
- As appropriate, provides escalated on-site support of hardware, software, and network connectivity issues
- Acts as the primary point of communication between business and functional units on all TISS matters
- Performs local administration and operations functions as appropriate in accordance with standards, policies, and procedures
- May coordinate and direct the activities of volunteers and staff (key users) in cross-organizational and cross-functional teams
- Network administration
- Provides strategic disaster recovery/business continuity planning to the agency
- Is responsible for local IT maintenance and software license management
- Monitors security compliance in accordance with agency's policies and procedures

- Maintenance of systems documentation
- Assist with procurement and responsible for installation and life-cycle maintenance of IT hardware and software (includes PCs, peripherals, servers, networking equipment, operating systems, and other software)
- Provides new staff with PC/account setup and orientation
- Coordinates escalated technical support when necessary
- Provides consulting/training/education services such as staff training/orientation for agency systems
- Serves as the IT point of contact for support requirements
- Assists with IT contracts and outsourcing/vendor management
- Responsible for monitoring data backups to ensure that they are completed on a regular basis
- Duties may require non-routine analysis, research and follow-through
- Financial responsibility may include working within a budget to complete projects, negotiating and contracting with vendors, and assisting with budget development
- Coordinates purchase of equipment and supplies as approved
- Other duties as assigned

Key Qualifications:

- Bachelor's degree and 3 to 5 years related experience or equivalent combination
- Professional certifications as appropriate
- Knowledge of current trends in the specific field including Azure, AWS
- Demonstrated experience with standard software applications, including Office 365, Windows. May require database management skills with ability to produce reports. Ability to use advanced computer functions including navigating the Internet. Ability to manipulate, analyze and interpret data
- Familiarity with support and troubleshooting of personal computers
- Must have a strong dedication to customer service, preferably within an environment of peak workload periods and concurrent deadline requirements
- Training ability/experience a plus

Key Attributes include:

Demonstrated Minimum Attributes core to the Agency:

Service oriented, Initiative, Results oriented, Flexible/Adaptable, Collaborative, Effective Communication Skills, Team Player, Ability to manage risk within one's responsibility & accountability, Ability to take Accountability.

In addition, the following are role-specific attributes: Conceptual thinker; Efficient, Organized, Attention to Detail, Creative & Innovative Thinker, Analytical/Systematic, Forward Thinker, Problem-Solving skills.

Full vaccination against COVID-19 is mandatory for this position (Carea CHC will however adhere to its duty to accommodate those who are unable to be fully vaccinated for a reason related to a human right protected ground).

Application Process:

1. If you are interested in being considered for this position, please submit cover letter and resume outlining your qualifications and expectations by email to recruiting@careachc.ca . This position will remain posted until filled.
2. While we thank all applicants for their interest in applying, only those qualified and considered for interview will be contacted. All applicant submissions will be kept on file for six months, for future consideration.
3. All applicants are encouraged to provide a valid email address for communication purposes. Applicants may receive written correspondence regarding this job posting directly to the email address provided on their resume. As an applicant, it is your responsibility to ensure that you check your email regularly.
4. All positions are subject to the successful completion of the following pre-employment conditions for all external hires: Reference Checks; and Criminal Background checks (including Vulnerable Sector Screening).

Carea Community Health Centre is committed to complying with all applicable standards as set out in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the provisions of the Ontario Human Rights Code, and any other applicable legislation. **Accessibility:** If you have accessibility needs and require alternate formats or other accommodations please contact Human Resources at 905-723-0036, or by email to recruiting@careachc.ca . **Carea Community Health Centre and staff are dedicated to creating an inclusive environment that welcomes diversity.**