

EMPLOYMENT OPPORTUNITY

Women's College Hospital is the first and only independent, academic, ambulatory care hospital in Ontario with a primary focus on the health of women. If you're ready to be part of the future of healthcare, then you will want to join an institution in which the possibilities for creative innovation, breakthroughs in new thinking and groundbreaking work in academic ambulatory medicine are limitless. Women's College Hospital is committed to patient safety as a key professional value and an essential component of daily practice.

An exciting **regular full-time** opportunity as a **Service Desk Analyst (Competition #88.19)** exists in the Information Management and Information Technology, reporting to the Manager, Technical and Support Services.

Summary of Duties, but not limited to:

Service Desk Support

- Provide Technical (Level 1 & 2) support for Women's College Hospital clients, hardware, software and technologies via remote session, via phone, or in-person
- Coordinate service requests through their life cycle, from initiation to confirmation of work completion and closure
- Operate ITSSM system, including on-going maintenance, configuration and optimization
- Coordinate and adhere to any defined incident, problem and/or service request processes as defined by WCH IM-IT
- Follow escalation protocols and procedures, ensuring appropriate response times as defined by organizational SLA are met
- Provide WCH clients with purchasing support (process definition and assistance)
- Generate hardware/software/usage reports for management (incl. dashboards and trending)
- Perform hardware/software installation in accordance with WCH practices (includes development of standard "image" and peripheral installation)
- Respond accordingly to alerts as defined by the WCH IM-IT systems monitoring service, escalating and notifying support contacts and impacted areas as necessary
- Research and recommend technologies for implementation (hardware/software/peripheral) based on technology trends and evaluation of organizational need
- Renew and rejuvenate WCH hardware in accordance with 'Evergreen' principles
- Maintain documentation and post to public locations (where applicable) including master service catalog, contact lists, and service level agreements
- Troubleshoot wired/wireless/cellular connectivity and provide timely escalations to WCH Network team/support as necessary
- Perform lifting of up to 50 lbs as required
- Carry mobile device as required to provide support on/off hours
- Participation in user-account lifecycle for WCH-managed/owned systems, including provisioning of new accounts (based on WCH standard practice) and decommissioning accounts where appropriate
- Liaise with external service providers as necessary

Telecommunications Support

- Log telecom-related requests made to WCH Service Desk into ITSSM system, dispatch requests to Telus technician, and confirm resolution with client/customer (incl. closure of record in ITSSM system)
- Perform basic troubleshooting of client telecomm equipment, including voice-over-IP handsets (wired/wireless), conference phones, analog/digital phones, headsets, pagers, cellular devices (incl. iPads) and other telephony-integrated technologies
- Manage troubleshooting, procurement, repair, and replacement processes for paging and cellular devices

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- Coordinate delivery of telecommunication services including eFax, Long distance codes, conference codes, and voice/data plans for staff travel
- Provide basic telecomm support services including voicemail password resets and voice prompt maintenance
- Provide reporting to management on long-distance and cellular usage

As a role model and champion you will work to identify and integrate safe, best practices into daily activities to foster the delivery of safe and exemplary care

The responsibilities described above are representative and are not to be construed as all-inclusive.

Qualifications/Skills:

- Must have at least a Community College diploma
- Minimum 3 years of customer-facing experience in a technology-related environment (preference for healthcare environments), providing an exceptional level of service and following incidents management process from initiation to closure
- Minimum 3 years managing desktop environments consisting of a multitude of technologies and operating systems (including at a minimum of Windows 10, Windows 7, and Mac OS X)
- Minimum 3 years supporting mobile technologies, incl. pagers, cell phones, tablets, laptops, etc.
- Minimum 3 years supporting client hardware, including monitors, printers, scanners and other peripherals
- Experience with Office 365 and the suite of applications (OneDrive, SharePoint, Outlook, etc.)
- Experience creating documentation for sharing with colleagues or clients
- Familiarity with Microsoft Office (ranging from installation to advanced configuration), Active Directory and Exchange to troubleshoot issues encountered by staff and proactively monitor
- Familiarity with networks and network technologies including switches, wireless and network services
- Familiarity with telecommunications technology, including voice-over-IP and associated hardware/software
- Excellent interpersonal relation skills to deliver the highest level of customer service to WCH staff
- Shows good judgment and patience when dealing with customer concerns and handling of escalations
- Self-driven and able to be autonomous and act within the boundaries of the role, department, and organization as well as good work and attendance record required
- Comfort presenting or explaining new technologies or systems to colleagues or clients
- Shows a passion for new technologies and an interest in optimization of the client desktop experience
- Professional behavior and communication that meets the standards of the professional regulatory college or association, as applicable, and the standards of Women's College Hospital
- This position plays a critical role in acting as an advocate for safety and will demonstrate principles, practices and processes that will optimize a safe environment for all

POSTING DATE: April 4, 2019

Please forward resumes via email to HR@wchospital.ca with your name and the competition number 168.18 in the subject line. (Example: Jane Smith, 1.15)

We thank you for your interest, however, only qualified applicants who are selected to be interviewed will be contacted.

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Women's College Hospital is a fully affiliated teaching hospital of the University of Toronto and is committed to fairness and equity in employment and our recruitment and selection practices. We encourage applications from Indigenous peoples, people with disabilities, members of sexual minority groups, members of racialized groups, women and any others who may contribute to the further diversification of our Hospital community. Accommodation will be provided in all parts of the hiring process as required under our Access for People with Disabilities policy. Applicants need to make their requirements known in advance.