

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 **Technical Specialist - Infrastructure (Competition #76.19)** exists in the Information Management and Information Technology, reporting to the Manager, Technical and Support Services.

The Technical Specialist – Infrastructure is responsible for implementing and supporting technical aspects of WCH's ambulatory electronic patient record systems, including technical infrastructure and components (virtualization, servers, systems, network, hardware, etc.). The Technical Specialist – Infrastructure will support the operating system (OS), hardware and storage area network (SAN), certification on EPIC's Client System Administrator (ECSA) and complete training required for VMWare and Windows Administration.

Summary of Duties, but not limited to:

- Evaluate, recommend, design and implement innovative solutions to align with best-practices and keep up with emerging technologies, scaling from individual clinics to cross-organizational.
- Install, configure, upgrade and support all key aspects of the EPIC technical infrastructure, including ownership of all Windows and Linux servers, services, storage, network and load balancers.
- Serve as the subject matter expert and point-of-escalation for issue resolution relating to infrastructure.
- Maintain, upgrade and support all layers of WCH's Virtualization and Virtual Desktop Infrastructure platforms (VMWare vSphere/Horizon View, Remote Desktop Services Hosts).
- Provide hardware and software support for all infrastructure hosted by IT ensuring all clinical and non-clinical systems adhere to corporate standards, high availability and security management.
- Create, manage and configure group policies, devices, print queues, user and group accounts, customize logins and regularly perform tasks to manage access.
- Provide Storage Area Network support, which includes monitoring SAN status, logs, reports and optimization, enable and schedule firmware/software updates and fixes as appropriate.
- Provide Enterprise Backup Support, including frequently monitoring backup logs and troubleshooting any failures for completeness and efficiency, and performing full and partial test restores regularly.
- Manage Microsoft on premise and cloud based platforms (Office 365, One Drive, Active Directory, Exchange, SharePoint) as well as System Center Configuration Manager maintenance and monitoring.
- Monitor, analyze problems, performance tune and automate manual tasks via scripts (e.g. Powershell, Unix) to streamline operational activities, proactively identify and action on alerts.
- Documentation of projects/operational activities, record known issues/resolutions, knowledge transfer to others within the team and adhere to proper change management.

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.

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Qualifications/Skills:

- Undergraduate degree in Information Technology or related field
- 5 years-experience in a directly related field preferred
- Microsoft Certified Technology Specialist or Microsoft Certified Professional (Operating system management/administration certification)
- Knowledge of virtualization technology and virtual desktop infrastructure (VMWare preferred)
- Advanced proficiency in MS Windows Server, desktop and application support and troubleshooting
- Proficiency in MS Office, MS Visio, and MS Project
- Strong problem solving and resolution skills
- Strong background in customer service
- Strong organizational skills and the ability to oversee several projects with competing priorities
- Strong ability to produce high quality reports and meet deadlines
- Strong initiative and self-managing skills – ability to manage tasks through to completion on time
- Strong ability to recommend technical solutions that meet the requirements of WCH staff and patients
- Strong interpersonal skills in order to interact with individuals in a wide range of situations
- Strong verbal and written communication skills
- Strong critical thinking, judgement and analysis
- 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: Wednesday March 20, 2019

Please forward resumes via email to HR@wchospital.ca with your name and the competition number in the subject line. (Example: Jane Smith, 1.16)

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

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.