

Technical Specialist – Service Technician

A newly formed Regional Operations Team will provide operational support following the regional Epic go-live in December 2021, to the seven (7) acute hospital organizations in the Central East (CE) region: Campbellford Memorial Hospital, Haliburton Highland Health Services, Lakeridge Health, Northumberland Hills Hospital, Peterborough Regional Health Centre, Ross Memorial Hospital and Scarborough Health Network. These organizations have been on a clinical transformation journey to implement a shared, regional Epic CIS solution as well as a number of regional third-party applications since July 2019.

The CE Regional Operations Team will have a dedicated leadership team overseeing five (5) work streams: Outpatient Ancillary, Inpatient, Access/Revenue & Reporting, 3rd Party & Integration and Technical. The Regional Operations team will work on behalf of all 7 hospital organizations. Scarborough Health Network (SHN) will manage employee policies and act as paymaster on behalf of all 7 hospital organizations

The Service Technician role is responsible for the ongoing development, maintenance, and operations including triaging and prioritizing issues, troubleshooting, break-fixes etc. for the end user computing environment to support the CE regional team. This role will also coordinate with the regional network, server, and IT security teams to ensure continued upgrade and optimization of the systems.

The role will be responsible for hardware (laptops, monitors, IP phones, printers, etc..) as well as software (IP telephony, Windows OS and applications, VPN software, etc...) installation, configuration, and support.

Responsibilities:

- Responsible for independently evaluating systems, analyzing complex issues and problems, performance metrics, troubleshooting, resolving break fixes and testing resolutions with technical teams
- Provides Tier 2 ongoing maintenance and support for the end user devices infrastructure (laptops, application, basic networking, authentication issues, VPN connections, etc..) with little to no assistance
- Review and prioritize service desk ticket escalating as needed to get them resolved.
- Engage with vendors on new technologies to better optimize the environment.
- Reviewing the status of projects and issues on an ongoing basis with leadership

Requirements:

- Completion of a 2-year Diploma in computer technology or a related field
- Minimum of 5 years' Customer Service Experience
- Demonstrates excellent communication and interpersonal skills
- Demonstrates excellent organizational, prioritization and time-management skills
- Demonstrated excellent problem solving and decision making skills
- Demonstrates a commitment to customer service when dealing with patients, colleagues and volunteers and other members of the community and public
- Strong experience with Windows 10

Key Competencies:

- Ability to identify and communicate operational issues and drive the resolution of issues in an effective manner which also ensures high end user satisfaction
- Ability to handle complex problems and provide highly innovative and creative solutions that will achieve

high quality business/technical outcomes

- Critical thinking and problem-solving skills with the ability to logically examine a problem and determine the root cause and course of action
- Highly self-motivated and directed, with keen attention to detail
- Ability to prioritize and execute tasks in a high-pressure environment
- Strong interpersonal skills and the ability to communicate information clearly and concisely with project leadership and stakeholders
- Ability to work collaboratively and effectively with internal and external stakeholders
- Ability and willingness to learn new technology, systems, and processes
- Highly reliable, able to persevere in difficult situations, overcome obstacles and work under time pressures

Scarborough Health Network (SHN) embraces and celebrates our community's unique multicultural heritage and diversity. SHN is an equal opportunity employer, dedicated to a culture of inclusiveness and diversity reflecting our diverse patients, staff and community alike. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs.