



POSITION DESCRIPTION

POSITION TITLE: **Technical Specialist**

RESPONSIBLE TO: **Chief Information Officer**

GENERAL ACCOUNTABILITIES:

*The **Technical Specialist** serves as a champion of the Vision and Mission and promotes an environment that is consistent with the Health Centre's Statement of Values and Principles. The Technical Specialist is an essential member of the client-centred health professional Team. The Technical Specialist will work with the other members of the Health Centre's teams to effectively and efficiently serve Health Centre clients through traditional, non- traditional and innovative approaches to service delivery within the broad determinants of health framework.*

The Technical Specialist will assist the Health Information Systems Director in the implementation of strategic information technology solutions in order to improve client care and public accountability.

SPECIFIC ACCOUNTABILITIES:

1. Ensure all tickets are closed within five (5) business days;
2. Engineer, deploy and manage a Backup system and Redundancy systems;
3. Engineer, deploy and manage a Patch management system using System Management Server (SMS);
4. Address all day to day technical requirements for each site allocated ;
5. Visit each site allocated one day per week;
6. Develop and manage networking mapping documents (network diagram);
7. Provide assistance to users in troubleshooting microcomputer applications;
8. Assist in maintaining and upgrading hardware and software to reflect advances in technology and changing organizational needs;
9. Perform daily, weekly and monthly backups;
10. Network management and administration duties in a Microsoft Server and VM Server Environment;
11. LAN/WAN management in a quickly-evolving network topology;
12. Deploy and manage switches and routers at the core and departmental levels;
13. Manage and configure VMware;
14. Troubleshoot desktop computers, printers, laptops, Apple product and Android products;
15. Provide assistance to users in troubleshooting microcomputer applications;
16. Network monitoring and troubleshooting tools & sniffers;
17. Configure VPN tunnels and connections to all relevant networks;
18. Ensuring all helpdesk tickets are closed promptly;
19. Create network user accounts and manage them;
20. Travel to other work locations (if applicable);
21. Server and application clustering;
22. Willingness to work after hours, on weekends and on-call;
23. Perform other duties as assigned

QUALIFICATIONS:

1. Degree in Computer Science degree or an acceptable combination of education and relevant experience required;
2. Masters degree (completed or in progress) in a related discipline preferred;
3. Excellent Communication skills;
4. VMware;
5. Strong analytical skills combined with very good report-writing skills;
6. High degree of resourcefulness, flexibility, and adaptability;
7. Good knowledge in Microsoft Access & SQL report writing is a must;
8. CISCO: CCNP/CCNE/ or CCIP certification will be an asset;
9. Microsoft: MCSA/MCSE or equivalent certification will be an asset;
10. WAN accelerators, traffic-shaping & optimizers;
11. High degree of resourcefulness, flexibility, and adaptability;
12. Extensive knowledge in Active Directory (AD) administration ;
13. Knowledge of WAN topologies, telecommunication products, and protocols;
14. Good knowledge of Ethernet technologies including 802.1q, 802.1p, STP, and VLAN;
15. Good knowledge of Microsoft software including Windows Server, Exchange Server, Active Directory, and IIS;
16. Good knowledge of Internet protocols and services including DNS, DHCP, SMTP, POP3, and HTTP;
17. Possession of a "G" class driving license and access to a vehicle is required.

EXPERIENCES:

1. Experience working with VMware required;
2. Background in deploying and troubleshooting Microsoft Server products;
3. Ability to work independently, comfortable working in a fast-paced and demanding environment;
4. Good knowledge of IP routing protocols including OSPF, BGP, and MPLS;
5. Experience using network management tools and capacity planning;
6. Work experience in VOIP;
7. Frequently work at a fast pace, with unscheduled interruptions and deadlines;
8. Identify progressive solutions that improve service, teamwork, efficiency, and/or effectiveness;
9. Teamwork - Be a part of the whole; support each other positively;
10. Minimum 2 years of direct work experience in an Information Technology environment;
11. Good technical writing skills;
12. Demonstrated capacity to work effectively under pressure;
13. Demonstrated ability to problem-solve and work under minimal supervision.

Revised: November 2016