# PQCHC – JOB POSTING

**PQCHC is an equal opportunity employer and values diversity in its workforce.**
**If at any stage in the selection process you require an accommodation due to a disability,**
**please let us know the nature of the required accommodation.**

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| **JOB TITLE:** | Computer Support | **JOB #:** | **2017-0091** |

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| **Status:** | Permanent Part-Time | **Hours:** | 21 hrs/week |
| **Benefits and eligibility:** | Cost Share Benefits; Pension Plan | **Pay scale:** | $19.871-23.377/hour |
| **Application deadline:** | Tuesday November 14, 2017 at noon | | |

### Job Summary

Supports diagnosing and troubleshooting of end user desktop application issues and offer appropriate solution. Provides technical assistance, and support to staff on a variety of IT issues.

### Job Specific Responsibilities

**Direct Client Service**
- Assists staff in using the computer system by addressing computer problems as they arise via HelpDesk. Logs, monitors, investigate and resolve issues.
- Communicates with Technology Team Leaders for Centre's Systems support.
- Deploys and maintains computer workstations and related equipment as needed.
- Supports implementation of workstation software updates and upgrades rollouts.
- Verifies user/workstation data backup and restore.

**Organizational Support**
- Assists with Centre's computer account creation, administration and issuing user ID's, emails, user profiles and security passwords.
- Supports use of Centre's software OS, terminal services and program specific software/hardware.
- Helps to upkeep Centre's computer hardware; maintains mobile device management.
- Assists to ensure staff access to applications.

**Administration**
- Upholds and maintains up-to-date hardware and software inventory and helps monitoring system component performance and usage.
- Helps to evaluate end-user software licensing requirements.
- Assists preparation of local guidelines, procedures, reports and documents.

**Planning**
- Participates in development and implementation of system-wide solutions to technical issues, which could include updated/new training and software improvements.

**Teamwork and Collaboration**
- Participates on committees, action teams and working groups as required.

**HUMAN RESOURCES**
**Pinecrest-Queensway Community Health Centre**
**1365 Richmond Road, 2nd Floor Ottawa, ON K2B 6R7**
**Fax: 613-288-3407 email: hr@pqchc.com** (Microsoft Word format only)
Due to the high volume of applicants, we can neither confirm receipt of nor respond to inquiries regarding your application.
Only candidates selected for interviews will be contacted.

Ontario's Community Health Centres
Les centres de santé communautaire en Ontario

- Participates in rotation as needed to provide extended hours technical support to staff.

**Qualifications**

- Secondary school diploma and computer technology training or relevant experience.
- Basic understanding of analytical methods and problem solving techniques is required to maintain availability of the computing environment.
- Familiarity with the concepts of local and wide area network principles, practices and procedures is required to establish security profiles and domains, administer user profiles, configure network components and establish operating procedures.
- Demonstrates introductory understanding of the methods, techniques and practices of configuring and installing of software in the computing environment.
- Awareness of backup and recovery techniques required to protect data from loss
- Knowledge of coaching techniques required to provide technical guidance and on-the-job training to staff so they can make optimal use of the PQCHC computing environment is a bonus
- Effective communication skills and ability to handle variety of tasks in a team settings
- Fluency in English is essential; French is an asset and other languages are desirable.