## Position Profile

1. **Position Information**

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| **ORGANIZATION** | **Klinic Community Health Centre** |
| **TITLE** | **IT Support Technician** |
| **LOCATION** |  |
| **REPORTS TO** | **Manager, Systems and Support** |
| **LEVEL/GRADE** | **Out of Scope** |
| **DATE** | **July 2025** |

1. **Scope of Position (role, purpose, major areas of accountability)**

Reporting to the Manager, Systems and Support, the IT Support Technician plays a critical role in ensuring the smooth operation of Klinic’s technology infrastructure. This position provides front-line technical support to end-users across the organization, including clinical, administrative, and outreach teams. The technician is responsible for diagnosing and resolving hardware, software, and network issues, both remotely and on-site, to minimize downtime and maintain high levels of user satisfaction.

The role involves configuring and deploying workstations, mobile devices, and peripheral equipment; supporting user access to systems and applications; and maintaining accurate documentation of support activities and IT assets. The technician also assists with onboarding and offboarding processes, ensuring that staff have the necessary tools and access to perform their roles securely and efficiently.

In addition to day-to-day support, the IT Support Technician contributes to the upkeep of the server room, monitors system performance, and escalates complex issues to senior IT staff or external vendors as needed. The role requires a strong understanding of privacy and security protocols, particularly in a healthcare setting, and adherence to Klinic IT policies.

Scheduling flexibility may be required, including evening and weekend work, as well as limited travel to support satellite locations or off-site events.

## Key Responsibilities

* Provide Tier 1 support for desktop PCs, laptops, printers, desk phones, softphones, and mobile devices.
* Install and configure software applications.
* Respond to emails, Teams messages, and phone calls in a timely manner.
* Troubleshoot and resolve hardware and software issues both remotely and on-site.
* Troubleshoot mobile phones and gadgets such as iPads and POS systems.
* Connect with Klinic staff to schedule troubleshooting and hardware installation.
* Assist with onboarding and offboarding of employees, including account setup and equipment provisioning.
* Collaborate with external subcontractors to escalate and resolve complex issues.
* Ensure compliance with organizational IT policies and security standards, and Shared Health privacy requirements.
* Support the upkeep and organization of the server room.
* Inventory management of workstations, including determining disposal due dates and organizing e-waste collection and disposal

## Knowledge, Education and Experience (specialized knowledge, normal level of education associated with function/discipline, professional prerequisites, and minimum years and type of experience required to perform at full level of position)

* Diploma or certificate in Information Technology, Computer Science, or a related field from a recognized post-secondary institution.
* Minimum of one (1) year of recent experience in a technical support or helpdesk role, preferably in a multi-site or enterprise environment.
* Experience supporting users in a healthcare or public sector setting is considered a strong asset.
* Demonstrated knowledge of Microsoft Windows operating systems, Microsoft 365 suite, and common desktop applications.
* Microsoft Office Specialist (MOS) certification or equivalent is considered an asset.
* Familiarity with Active Directory, remote desktop tools, and IT service management (ITSM) or ticketing systems.
* Basic understanding of networking principles including TCP/IP, DNS, DHCP, and VPN technologies.
* Experience with mobile device setup and support (iOS and Android), including mobile device management (MDM) tools, is preferred.
* Knowledge of privacy and security standards applicable to healthcare environments, including PHIA and Shared Health IT policies.
* Ability to work independently and collaboratively in a fast-paced, client-focused environment.
* Strong documentation and organizational skills, with attention to detail and accuracy.
* Valid Class 5 driver’s license and access to a vehicle may be required for travel between sites.

1. **Skills and Attributes (those skills and/or attributes necessary to perform effectively in the position and within the environment/organization)**

* Strong communication and interpersonal skills, with the ability to explain technical concepts to non-technical users.
* Analytical and problem-solving mindset with a proactive approach to issue resolution.
* Ability to work independently, manage time effectively, and prioritize tasks in a dynamic environment.
* Demonstrated commitment to person-centered, culturally safe care.
* Consistent demonstration of alignment with Klinic’s Vision, Mission and Values.
* Committed to upholding Klinic’s values of social justice, diversity, equity, inclusion and decolonization.
* Demonstrated commitment to continuous improvement and a safe and healthy work environment.
* Demonstrated ability to deal tactfully with sensitive issues in a confidential manner.
* Satisfactory Criminal Record, Child Abuse and Adult Abuse Registry checks and maintain a satisfactory standing.