



# Campbellford Memorial Hospital

146 Oliver Road, Campbellford, ON K0L 1L0 • 705-653-1140 • [www.cmh.ca](http://www.cmh.ca)

**N25-19**

**Job Posting – N25-19**

**Position:** Permanent Full-time IT Technical Analyst

**Department:** IT

**Reports to:** Coordinator of Information Technology

**POSITION SUMMARY:**

Reporting to the Coordinator of Information Systems and Information Technology, the IT Technical Analyst is responsible for IT helpdesk services including computer hardware and software, standard desktop applications (e.g. MS Office), support of user devices, connections to the networks, interfacing, education, and monitoring between systems and assistance with administration and specific application support (where appropriate) and maximizing customer digital satisfaction. Daily monitoring of some IT systems like backups. EDR, email spam filters. With an emphasis on providing excellent customer service and optimizing end user experience.

The IT Technical Analyst will support the Coordinator of Information Systems and Information Technology by independently completing appropriate IT projects including systems integrity, security, privacy, maintaining and upholding local policy and procedures, and, evergreening of end user devices.

Further, the IT Technical Analyst will be the lead on the RMM system, working on tier 1 network support and tier 1 IT projects with a development path toward advanced technical roles and broader IT project involvement in the future.

**DUTIES:**

The IT Support Technician is responsible for managing service requests and inquiries using ticketing software, resolving or escalating issues as needed, and ensuring client satisfaction. This role provides technical guidance and support for hardware, software, and network connectivity issues, and assists with the administration and deployment of IT assets. The technician coordinates maintenance and replacement of end-user devices, ensures adherence to network access and security protocols, and develops documentation and training materials for staff. Additional responsibilities include supporting vendor access coordination, maintaining backup operations, and contributing to network infrastructure administration. The technician also participates in IT projects, committees, and provides on-call support, with a development path toward advanced network and project responsibilities.

**QUALIFICATIONS:**

Successful completion of a university degree or college diploma in a computer-related field is required or equivalent work experience

Minimum two (2) years' experience working with computer systems required

Work experience in IT, customer service or a health care environment is required

Certification in Microsoft Windows operating system or equivalent demonstrated experience

Experience with:

Windows Server 2016/2019/2022/2025

Active Directory, DNS, DHCP, MS SQL Server

Microsoft 365 platform

Microsoft AVD

Internet Information Server (IIS)

Network Switches, Routers, Firewalls

802.11 wireless

IT end user devices

**Our Purpose:** We Touch Lives with Care

## SKILLS AND ABILITIES

- Proven ability to work as part of a team, with good interpersonal and collaborative skills
- Excellent analytical and problem-solving skills with keen attention to detail
- Excellent oral and written communication skills
- Excellent organizational skills and ability to re-prioritize tasks
- Professional, calm, pleasant approach to deal with changing environment and workload.
- Demonstrates good attendance and punctuality with the ability to maintain this standard.
- High degree of self-motivation and ability to work independently, under pressure and meet deadlines
- Demonstrated ability to work independently and use critical thinking skills to solve problems effectively.
- Understanding of business operations of a hospital
- Actively engages in self-learning

## EQUIPMENT USED

Has knowledge and ability to safely operate the following:

- Computers and user devices
- Network devices
- Photocopier
- Fax machine
- IT infrastructure equipment
- Telephone / voice mail system

## PHYSICAL / MENTAL DEMANDS

- Extensive periods working at a computer workstation.
- Heavy peak periods/workload and deadlines to meet.
- Occasional heavy loads (e.g. lifting or placing multi-function printers, servers or other such equipment)
- Interruptions to regular workflow.
- Multiple demands simultaneously.
- Effective interpersonal skills required to respond to complaints and inquiries.
- Good mental concentration required daily.

## WORK ENVIRONMENT

Hours of work are Monday to Friday daytime hours. The IT Technical Analyst may be required to be available for urgent matters outside of scheduled hours for remote or on-site resolution on an as-needed basis to provide coverage for the IT department. Flexibility to work irregular hours will be required to meet the department's workload demands, to minimize user interference, or to upgrade systems. The IT Technical Analyst is required to participate in a rotating on-call schedule. Work is performed in an office and hospital environments. Travel is occasional required.

**Application Process:** Submit applications quoting Competition Number N25-19 to Jennifer Bonnici Elias, Human Resources, via email at [jbonnicielias@cmh.ca](mailto:jbonnicielias@cmh.ca) by September 22<sup>nd</sup>, 2025 by 4pm.

**Accommodations:** If you require accommodations during any part of the application process, please notify **Jennifer Bonnici Elias** at [jbonnicielias@cmh.ca](mailto:jbonnicielias@cmh.ca). All requests will be handled in confidence in compliance with accessibility standards.



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