



Our Purpose: We Touch Lives with Care

N26-36

IT Technical Analyst – IT – Permanent Full-Time

Primary Duties

- 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.
- Supports healthcare technology environments, including clinical applications, network-connected medical devices, and secure access to information systems used in patient care. Provides technical support and troubleshooting for healthcare-specific technologies while ensuring patient information is protected
- Ensures compliance with PHIPA, PIPEDA, hospital privacy policies, and access control standards. Identifies and escalates cybersecurity incidents, privacy breaches, and unauthorized access in accordance with organizational procedures
- Participates in incident, problem, and change management processes, documenting technical issues and assisting with post-incident reviews and corrective actions
- Assists with disaster recovery activities, system restoration, downtime procedures, and business continuity efforts for clinical and administrative systems
- Develops and maintains technical documentation, user guides, and training materials, and provides educational support to staff and managers on organizational applications and system.
- Assists with onboarding, training, and mentoring IT students and junior team members
- 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.
- 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.
- The IT Technical Analyst 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.

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Education & Experience

- 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
- Exposure to Microsoft AVD, AI-enabled technologies, automation tools or modern cloud-based platforms is considered an asset

Skills & 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
- Knowledge of clinical workflows and healthcare technology environments
- Understanding of healthcare privacy requirements and information security practices
- Commitment to ongoing professional development and continuous learning

Compensation Disclosure: \$39.49 to \$49.22

AI Disclosure: If any AI or automated tools are used during the screening or selection process, all results will be reviewed by a member of our HR team before any hiring decisions are made.

Vacancy Status: This posting is for an existing vacancy.

Accessibility Statement (AODA): We thank all applicants for their interest in Campbellford Memorial Hospital. To promote employment equity, we welcome applications from all qualified individuals including Indigenous

persons, immigrants, members of minority groups, women, and persons with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

How to Apply:

Applications, quoting competition **N26-36** will be accepted by Jennifer Bonnici Elias, Human Resources Advisor via email at careers@cmh.ca

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

