

Simcoe Muskoka District Health Unit  
**POSITION DESCRIPTION**

<b>POSITION TITLE: TECHNOLOGY SUPPORT COORDINATOR</b>	<b>POSITION NUMBER:</b>
<b>SERVICE AREA:</b> Human Resources and Infrastructure Department	<b>PROGRAM AREA:</b> Information Technology
<b>REPORTS TO:</b> Manager of Information Technology	<b>REVIEW DATE:</b> May 10, 2006
<p><b>PURPOSE OF POSITION:</b> The Technology Support Coordinator provides leadership and coordinates the activities of the technology team to address the general IT support requirements for a group of 400+ users in a Microsoft Windows network environment (laptops, PC, and mobile technologies). This includes customer service and response in relation to agency technologies and activities of the technology help desk; user creation and access rights, software installation, general network trouble-shooting and new system setup for new employees; establishing specifications, quoting, recommendation to purchase and signing for receipt of all computer hardware and software purchases and planning and coordination of computer deployment. This position works with the technology team to establish and maintain standards for operation and maintenance of agency systems and is responsible for coordinating the functions of the technology team to address priorities in relation to customer support and help desk services.</p> <p>The position also acts as a consultant and resource to the agency in the monitoring, configuring, supporting and administering of onsite and cloud network services such as Office 365, Microsoft Hyper-V, SAN, Firewall, Active Directory, etc. and provides leadership for assigned technology related projects. This involves providing the agency with knowledge, expertise and guidance in the design, development, testing and implementation of new technologies.</p>	
<b>POSITION SKILLS &amp; COMPETENCIES REQUIRED:</b>	
<p><b>Education:</b> Three-year College Diploma in Information Technology or related field, or equivalent as determined by the Department Vice President, PLUS a relevant IT Certification (Microsoft, Cisco, etc.)</p> <p><b>Related experience:</b> 3-5 years' experience as a network administrator including the analysis of system and business needs in relation to technology; network design, implementation, and maintenance; helpdesk.</p> <p><b>Specific knowledge, skills, abilities:</b></p> <ul style="list-style-type: none"> <li>• Advanced knowledge and demonstrated experience analyzing business requirements, researching best practices, designing, and implementing IT systems and networks to address business needs.</li> <li>• Advanced knowledge and demonstrated experience applying best practices in customer service and technology call centre applications.</li> <li>• Advanced knowledge and demonstrated experience supporting Microsoft client and server operating systems.</li> <li>• Advanced and progressive computer software skills in MS Office.</li> <li>• Advanced organizational skills and the ability to set priorities and manage conflicting demands.</li> <li>• Advanced problem solving and analytical skills in relation to hardware and software trouble shooting and support.</li> <li>• Advanced time management skills and the ability to balance work priorities and multiple project demands in order to meet project objectives and deadlines.</li> <li>• Advanced organizational skills and the ability to set priorities and manage conflicting demands of multiple priorities.</li> <li>• Advanced oral communications skills as the customer service liaison requiring negotiation and conflict resolution skills.</li> <li>• Advanced ability to work under pressure and within tight timelines.</li> </ul>	

- Advanced ability and demonstrated experience working independently and as a member of a team
- Intermediate oral communications skills and demonstrated experience in presenting technical concepts and information to individuals and groups for the purpose of training, decision making, defining an approach, setting priorities and timelines.
- Intermediate project planning skills and demonstrated experience in the development of project goals and objectives, working plan and timelines and well as coordination of efforts to implement project plans.
- Intermediate written communications skills and demonstrated experience in researching and creating proposals for new technologies or approaches, creating technical documentation to support roles and responsibilities and communicating information and concepts informally via email.
- Basic facilitation skills and demonstrated experience facilitating project planning, problem solving and priority setting and implementation with a small task group.
- Basic supervisory skills, including recruitment, selection, and performance leadership.
- Valid driver's license and reliable vehicle or the ability to travel in a timely and efficient manner to locations within and outside the health unit district.

**KEY AREAS OF RESPONSIBILITY (ACCOUNTABILITY):**

**Coordinates IT support for 400+ users in a Windows Environment, including the establishment and monitoring of policies and practices for efficiency and security**

- Create user accounts, including access rights and security settings.
- Software testing and installation.
- Desktop/laptop imaging and deployment.
- Recommends and reinforces end-user policies and establishes procedures and practices to support effective and secure use of systems.

**Network Systems Administration and Support**

- Manages firewall/backup processes/antivirus software and OS security patching.
- Monitors, configures, supports and administers agency technology systems including Office 365, MS Exchange, Active Directory, Physical servers, Hyper-V virtual environment, SAN, etc.

**Provide Project Management and Coordination**

- Utilizes project management disciplines including ensuring establishment of objective & detailed business requirements, definition of interim and end-state deliverables, milestone, target dates, management of interdependencies, ensuring ongoing management commitment and other associated tasks as necessary.
- Identifies, develops, tests, and implements new technologies to improve service and enhance value for organization.

**Liaises and Consults with MOH, AMOH, Senior Management, Program Managers and staff to ensure the configuration of technology systems addresses program needs and priorities**

- Research/explores new systems & technologies for the organization; takes research to development stage/testing.
- Identifies software gaps to business functionality requirements and provide recommendations for resolution.
- Recommends specific software acquisitions to meet the health unit needs by reviewing proposed software acquisitions and commenting on their effectiveness and working with Executive Committee and Services on new/improved software programs.
- Plans for roll outs of new systems, including communication to managers, managing resources (staff), as well as troubleshooting issues.
- Provides Project Leadership including project planning and resource coordination in the deployment of hardware and provision of effective and timely computer support.

**Achieve service, quality and productivity related to customer support through the Agency Help Desk, including functional supervision of Help Desk staff**

- Develops and maintains a high level of customer centric focus in the Help Desk.
- Follows up on customers' problems, issues and concerns, including tracking escalations.
- Ensures Help Desk team keeps customers apprised of trouble outages and clearances.
- Takes ownership of customer and network related problems throughout their life cycle.
- Provides customer service training to Help Desk staff if required.
- Ensures latest methods of Call Centre technology management are in use to achieve service, quality and productivity objectives relative to Call Centre ACD statistics, Trouble Report Rate, Chronic problems, Total Trouble outage, MTTR, and Network Availability.
- Works with the technology team to establish and maintain standards for operation and maintenance of agency systems.
- Coordinates the functions of the technology team to address priorities in relation to customer support and help desk services and to provide problem resolution as required.
- Analyzes Service Assurance performance and the disposition of all trouble reports.
- Administers and reports objectives such as: Network Availability, Call Centre ACD statistics and Trouble Ticket volume.
- Provides timely status to management on the Help Desk work activity.
- Provides support for Help Desk staff, for issues they can't solve; trains new Help Desk staff; supervises to make sure calls are answered in a timely manner; provides feedback for future growth of the Help Desk position.

**Inventory Management of computer hardware and software assets**

- Manages, establishes, and maintains - including creation at purchase through to disposal - of all computer, hardware and software purchases; actively seeks out potential issues with inventory of computer hardware.
- Research potential issues with disk drives, SCSI cards, drive arrays and servers; this continuous research helps avoid any potential loss of data due to hardware failure.
- Provides input to the specifications of systems and processes required by staff to use, manage and share knowledge.
- Receives new computer equipment including signing for receipt, unpacking, testing, confirming contents against order, and documenting before distribution.
- Reviews proposed hardware acquisitions based on sound knowledge of equipment (printers, monitors).
- Reviews proposed software acquisitions and comments on their effectiveness (payroll, CINOT, etc.).

**Contribute to team and agency effectiveness**

- Provides leadership in service and program areas in carrying out their program mandates.
- Works collaboratively as a member of the team; actively works to foster positive team functioning.
- Demonstrates commitment to, and functions in a way that is consistent with, the agency mission, vision, values and strategic directions.
- Promotes the goals of Public Health and the position of the agency on issues within the community and health care system as a whole.
- Respects and ensures confidentiality in all work performed on behalf of the agency.
- Demonstrates a strong customer service focus in dealing both internally and externally.
- Participates on agency-related committees and provides leadership as required.
- Understands the need to become redeployed and/or reassigned as part of the public health response to an emergency or natural disaster.

***Management has the right to change position requirements from time to time as Agency conditions dictate.***

<b>CONTACTS &amp; COMMUNICATION:</b>
<p><b>Internal:</b> MOH, AMOH, management committees, directors, managers and supervisors within and across programs and services; program and administrative staff.</p> <p><b>External:</b> Vendors, Ministry of Health programmers, Ministry of Health Help Desk</p>
<b>RESPONSIBILITY FOR RESOURCES:</b>
<p><b>Staff:</b> Provides functional supervision to help desk personnel. Coordinates the response of technology team to address end user needs and provide end user support. Responsible for ensuring timely response to customer issues and for monitoring and reporting on response time and quality of response.</p> <p><b>Financial:</b> Responsible for researching and actioning requests new hardware and software and for creating specifications, soliciting quotes and making recommendations regarding quotes and tenders; recommends and oversees the work of contracts for service for servers, firewall etc.</p> <p><b>Information:</b> Responsible for the technological security of agency systems including reinforcing confidentiality, integrity, and access of agency information stores within agency defined policies.</p> <p><b>Materials &amp; Equipment:</b> Manages and monitors agency inventory of desktops, laptops, mobile devices, and software to ensure compliance with software licensing and prevent loss; trouble shooting and support for the effective use of software and hardware across the organization.</p>
<b>EFFORT REQUIRED:</b>
<p><b>Mental:</b></p> <ul style="list-style-type: none"> <li>• Considerable attention to detail/audio concentration for meeting with management &amp; staff, teleconferences.</li> <li>• Considerable attention to detail/visual concentration for coding, trouble shooting and testing.</li> <li>• High volume of work. Most projects are time sensitive, and deadline oriented as systems are critical to the business function.</li> <li>• Moderate interruptions usually related to being pulled from current job, as a result of demands/priorities.</li> <li>• Considerable analytical work e.g., designing systems, troubleshooting problems, designing solutions to customer requests, responding to emergency situations – find immediate resolutions.</li> <li>• Depending on requests, priorities on projects can change from day to day, to week to week; funding often determines priorities.</li> <li>• Limited crisis situations related to system failures, outbreak issues – technology required.</li> <li>• Requirements to resolve conflict which may emerge in relation to short timelines or applications that have problems.</li> </ul> <p><b>Physical:</b></p> <ul style="list-style-type: none"> <li>• Moderate lifting and moving; heavy weight (over 35 pounds).</li> <li>• Limited sitting for computer-based work, with some freedom to move.</li> <li>• Considerable manual dexterity for computer work.</li> </ul>
<b>WORKING CONDITIONS SPECIFIC TO POSITION:</b>
<ul style="list-style-type: none"> <li>• Standard office environment.</li> <li>• Moderate travel to provide training, orientation, trouble shooting for agency systems.</li> <li>• Moderate overtime is required as demands of position dictate; routinely perform work assignments outside of regular office hours</li> </ul>

I have read the Position Description and understand the duties and responsibilities as assigned.

**EMPLOYEE’S SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**MANAGER’S SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

***Position Approvals:***

**VICE PRESIDENT’S SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

Vice President, Human Resources and Infrastructure Department

**POSITION HISTORY:** Nov. 2/06 – the Technology Support Coordinator Position Description remained the same, with minor word changes only, after the review of all agency non-union positions by the Job Evaluation Committee, including any reconsideration requests.  
October 18/22 – Minor wording revision and updates prior to job posting.  
January 24/23 – Wording changes to better reflect the education requirements for this position.

May 06