

## Internal ☒ / External ☒ 23-41

<b>Position:</b>	<b>APPLICATIONS TRAINING &amp; SUPPORT TECHNICIAN</b>		<b>Number of Positions:</b>	<b>1</b>
<b>Classification:</b>	FULL-TIME	NON-UNION	<b>FTE:</b>	1.0 = 35 HOURS PER WEEK
<b>Department:</b>	HUMAN RESOURCES & INFRASTRUCTURE		<b>Program:</b>	INFORMATION TECHNOLOGY
<b>Location:</b>	BARRIE		<b>Anticipated Date of Hire:</b>	JULY 4, 2023
<b>Salary Range:</b>	\$34.27 – 38.39 HOURLY		<b>Posting Date:</b>	MAY 31, 2023
<b>Criminal Record Check:</b>	Required <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		<b>Vulnerable Sector Screening:</b>	Required <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO

### Purpose of Position:

To act as the primary source of education and end-user support on agency-approved computer applications and technologies. Responsible for staff training and orientation in the effective and appropriate use of agency technologies including computer network and telephone system. Fields and resolves incoming IT help/service telecommunication requests from end users via both telephone and e-mail in a courteous manner. Provides end-user support and trouble shooting with primary responsibility for MS Office 365 products, desktops, laptops and telephones, following best practices to preform incident, change and problem management.

See the Application Training & Support Technician position description for further details of the Application Training & Support Technician role.

### Responsibilities:

- Provide end user support.
- Provide computer applications training.
- Administration of the health unit telephone systems.
- Contribute to team and agency effectiveness.

### Specific knowledge, skills, abilities:

- Advanced knowledge and demonstrated skill in the business use and application of Microsoft Office 365 products including design of templates and training packages.
- Intermediate knowledge and skill; and demonstrated experience in computer networking and computer cabling, and software implementation.
- Intermediate analytical and problem-solving skills with demonstrated experience in the application of these skills to computer application and systems troubleshooting.
- Intermediate knowledge and demonstrated experience with voice system configurations including administering and managing change points for all back-end functions.
- Advanced knowledge and skills in customer service.
- Intermediate oral communications skills including excellent presentation, facilitation, and coaching skills.
- Intermediate written communications skills with the ability to create technical documentation to support systems set up and trouble shooting and to communicate effectively via email.

- Intermediate ability to balance multiple demands and establish work priorities.
- Basic knowledge of adult education principles and training theory and techniques including ability to assess skill level of others.
- Basic leadership, team building and facilitation skills and experience problem solving and priority setting with a small group of peers.
- 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.
- Able to work independently within established parameters and to function effectively as a member of a team

**Education:**

- College Diploma in Computer Technology (Two Year Program)

**Related Experience:**

- 3 – 5 year's relevant experience including end-user support, software training and support and computer troubleshooting.

**Deadline: 4:00 pm, TUESDAY, JUNE 13, 2023**

**This is an internal non-union posting.** External applicants may be considered when the internal recruitment process does not result in a successful internal candidate.

For further details: refer to the **Applications Training and Support Technician** position description.

**For both internal SMDHU applicants and external applicants** interested in applying for this position, please forward your completed application to Human Resources at [hr@smdhu.org](mailto:hr@smdhu.org) referencing posting **#23-41** in the subject line. Your formal application consists of submitting both an up to date résumé and a separate cover letter including specific examples in detail of how you meet the minimum requirements and qualifications of this position.

The cover letter is to clearly identify:

- How your education meets the educational requirements listed.
- Specific examples of how your experience meets the experience requirements listed.
- Specific examples of how your experience meets each of the minimum requirements of the job listed.
- Specific examples of how your education and/or experience meet each of the preferred assets listed in this competition.

Applicants who fail to satisfactorily provide all of the detailed information requested above in their cover letter will be deemed to not meet the minimum job requirements listed in this job posting. Accordingly, their application will not be considered in this competition.

Following submission of your e-mailed cover letter and resume, you will receive a standard reply e-mail confirming your e-mail was received by SMDHU. If you do not receive this confirmation e-mail your electronic application was not received and you will not be considered. Also, if SMDHU's confirmation e-mail is dated/timed after the posting deadline, your application will not be considered as you would have missed the application deadline.

**If selected for an interview, candidates may be assessed through testing and/or by providing a presentation/portfolio highlighting examples of their work that is applicable to the position being applied to.**

Up to date COVID-19 vaccination is an essential requirement of the job. An individual is “up to date” on their vaccinations if they have received all doses recommended by the Ontario Ministry of Health in their primary series of COVID-19 vaccine, including relevant booster doses based on established eligibility criteria and having received the final dose of the COVID-19 vaccine at least 14 days ago. SMDHU is an equal opportunity employer. The possibility of accommodation will be considered during the hiring process.

*The Simcoe Muskoka District Health Unit is an equal opportunity employer. Accessibility accommodations are available for all parts of the recruitment process upon request. Due to the number of qualified applications we receive, only those selected for an interview will be contacted. All candidates must be legally entitled to work in Canada.*