



IT Support

JOB POSTING

Position Title:	IT Support	Employee Group:	Permanent Part-Time
Department:	Administration	Duration:	
Posting #:	ADMIN IT 2022-10	Classification:	Non-Union
Application Deadline:	Until position is filled	Hours/Week:	26.25 hours per week
Start Date:	ASAP	Hours:	0830 h to 1630 h, 3 and a half days/week including one weekend

We are looking for an enthusiastic and experienced IT Support person to bring their expertise to our administration department.

Organization Background:

Holland Christian Homes Inc., is a dynamic, innovative organization that provides a full continuum of care to individuals in a Christian atmosphere. It consists of two long term care homes and 6 assisted living/independent living apartment towers located in Brampton.

We believe that individuals requiring our services have the right to a lifestyle that adequately meets their physical psychological, social, cultural and spiritual needs. These services are provided by fully qualified professional staff who deliver care using a holistic approach to provide quality care and quality of life to individuals.

Position Summary:

Reporting to the IT Manager, IT Support will be the first point of contact for all HCH staff and clients regarding issues with IT assets, enterprise systems, and distribution systems, escalating issues as necessary to the IT Manager or the appropriate contractor. While the role is primarily support oriented, s/he will also engage in basic preventative maintenance and database management as directed by the IT Manager, and will assist in education of staff on new systems and technologies. IT Support may also be required to perform some basic audiovisual duties for the HCH internal broadcast system.

Specific responsibilities include:

- Provide first level support with technology products or applications.
- Create and maintain support tickets in accordance with support requests.
- Resolve and/or further escalate issues to the IT Manager while providing on-call support.
- Maintain and update IT assets and peripherals as directed.
- Ensure smooth delivery of HCH internet, cable and phone services to new clients
- Train/guide users on applications/ tools as directed.
- Troubleshoot computer and peripheral equipment issues.
- Set up and monitor preventive maintenance procedures as directed.
- Assist with HCH internal broadcast system
- Other duties as assigned.

Qualifications:

- Post-secondary education
- 2-3 years prior technical/help desk experience (1+ year experience)
- Experience with Microsoft application software (Word, Excel, Outlook, etc.)
- Strong understanding of Windows 10



- Any VoIP or telecommunications experience is an asset
- Excellent troubleshooting skills; able to assess and re-evaluate during troubleshooting process
- Ability to multi-task and make sound judgments in a fast-paced environment;
- Ability to learn new skills and technologies quickly
- Excellent communication skills; able to sufficiently explain intricate technologies and systems to non-technical individuals
- Ability to understand and/or speak the Dutch language is an asset.
- Satisfactory Vulnerable Sector Screening
- Evidence of a negative TB Test and up to date immunizations
- Full Covid-19 vaccination

Interested and qualified applicants should forward a Resume and Cover Letter (as ONE document in PDF format) to: Human Resources e-mail: jobs@hch.ca

Holland Christian Homes welcomes diversity in the workplace and encourages applications from all qualified individuals.

Holland Christian Homes is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). If you require accommodation for disability during any stage of the recruitment process, please indicate this in your cover letter.

Applicants agree that by providing personal information in response to this posting, and otherwise in any recruitment process with the Company, such personal information may be retained and used by HCH for a period of one (1) year from the date of this application, for the purpose of consideration for employment opportunities which may arise during that time period, unless an Applicant notifies the Company to the contrary."

We thank all applicants for their interest in this position, however, only those individuals selected for an interview will be contacted. No phone calls please.

Disclaimer:

In keeping with Long Term Care reform, best practices, funding and direction this position may later require knowledge, skills, abilities and working conditions not noted here.