

JOB POSTING #007-19

POSTING DATE: January 11, 2019

JOB TITLE:	Information Systems Technical Analyst – Temporary, Full-Time
INITIAL ASSIGNMENT:	Information Systems Support (HO ISTA-007)
BARGAINING AGENT:	OPSEU
LOCATION:	Sault Ste. Marie
LANGUAGE(S):	English
EFFECTIVE DATE:	Immediately to February 14, 2020

POSITION SUMMARY:

Reporting to the Manager, Business Technology, the Information Systems Technical Analyst supports computer systems, desktops and peripherals to maintain stable operation of the computer network. This includes installing, diagnosing, repairing, maintaining and upgrading all hardware and equipment while ensuring optimal workstation performance. The Information Systems Technical Analyst will also diagnose, troubleshoot, resolve and document hardware and software network problems areas in a timely and accurate fashion, and provide end user training and assistance where required.

QUALIFICATIONS:

- Minimum 3-year College diploma in a computer technology field or a University Degree in Computer Science.
- A+, MCP, ITIL Foundation certifications and Cisco Certified Network Associate (CCNA) or Dell equivalent.
- Minimum 3 - 5 years of experience with Microsoft operating systems and office suite products, providing hands-on user support.
- In-depth knowledge of Windows, servers, networks, VOIP, software applications and hardware, including experience with Windows PowerShell Scripting.
- Experience with application of current network protocols, operating systems and standards.
- Up-to-date knowledge of new computer applications, technology and software in the Information Systems field.
- Knowledge of programming languages including SQL and ASP.NET.
- SharePoint 2016 server configuration and administration to support SharePoint and InfoPath services would be considered an asset.
- SQL Database administration would be considered an asset.
- Ability to effectively troubleshoot, resolve and distinguish hardware and software application problems.
- Ability to diagnose and research network applications and connectivity issues.

- Well-developed understanding of the impact on client service delivery with changes and interruptions to applications.
- Understanding of project methodologies to collaborative effectively with internal stakeholders.
- Demonstrated ability to document issues and resolutions to ensure they are tracked.
- Good understanding of the organization's goals and objectives.
- Strong interpersonal skills, with a focus on listening, inquiring and resolving.
- Advanced oral and written proficiency in English is essential.
- A valid "G" Ontario Driver's License, access to a reliable vehicle and rotational availability to be on-call.

The NE LHIN offers a flexible work environment and a competitive compensation package including pay in-lieu of health benefits and vacation.

The NE LHIN is an equal opportunity employer. Personal information submitted will be used only for the purpose of determining suitability for this vacancy. All applicants are thanked for their interest in this position. Only those applicants selected for an interview will be contacted.

Interested persons are invited to submit a cover letter and resume by **January 17, 2019** at 4:30 p.m. by e-mail to: nelhinemployment@lhins.on.ca

Applications received after the date noted above may be considered unless seniority is the determining factor in selecting the successful candidate.

Please refer to posting number 007-19 when applying.