



**North Eastman Health Association Inc.
Job Description**

**Information Systems
Helpdesk/Access Coordinator**

Position Summary

Reporting to the Director of Information Systems Services, the incumbent is responsible for providing helpdesk support of all networked applications and information systems support for the North Eastman Health Association.

The incumbent has full access to all computer hardware and databases, including Human Resources, personnel, benefits, administration, finance and budgeting, e-mail, etc. and therefore must adhere to strict confidentiality policies and procedures involving confidential electronic information.

Information Systems Services assists employees of NEHA in their ongoing efforts to computerize by providing assistance in equipment acquisition, technical support and ensuring all digital data in databases are backed up and secured.

The Information Systems Helpdesk / Access Coordinator will carry out their duties and responsibilities in a manner consistent with NEHA's Mission, Vision and Values, policies and procedures.

Reports to: Information System Services Director

Union: Non- Union

Qualifications:

Education and Experience

- Completion of Grade 12 or equivalent.
- Diploma/Certificate in the field of Computer Science, Computer Applications or equivalent education and experience.
- Minimum of one year of PC maintenance experience supporting Windows operating systems and Microsoft Office Professional.
- Minimum of one year experience providing customer support in a large network environment.
- Experience in the provision of basic end user training related to network access and operations.
- Knowledge of switch technology and IP networks.
- Knowledge of proxy servers, firewalls, terminal servers and VPN communications.

-
- Province of Manitoba Class 5 Driver's License and access to a personal vehicle.
 - Demonstrated flexibility to facilitate changes in techniques and procedures.
 - Experience in healthcare environment preferred.

Knowledge, Skills and Abilities

- Demonstrated oral and written communication skills.
- Demonstrated organizational skills.
- Demonstrated analytical and problem solving skills.
- Ability to organize and document procedural routines.
- Ability to work independently as well as in a team based working environment.
- Builds and maintains professional working relationships with management and staff within the Region and appropriate outside vendors and agencies.

Duties and Responsibilities:

1. Provides first level technical support of all user application problems.
2. Provides telephone support and/or referral to technical support as required relating to computer and/or software.
3. Responsible for learning and supporting new applications.
4. Performs Access Coordinator duties as required by Manitoba Health and Healthy Living and e-Health Services.
5. Performs password resets for all applications.
6. Communicates downtime notification to users for all applications.
7. Provides training sessions and materials as directed.
8. Responsible for review of all form creation for approval.
9. Responsible for payment of monthly invoices.
10. Reconciles Purchase Order receiving copies and Invoices.
11. Required to work on-call as per department schedule.

