



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

**Information Systems
Network Technologist**

Position Summary

Reporting to the Director of Information Systems Services, the incumbent is responsible for providing implementation, upgrades, maintenance, administration, project management and support of networked applications throughout the region. In addition the incumbent is responsible for set-up and maintenance of the network user login, access rights, print services and will provide general user and system 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 Network Technologist 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, or a combination of equivalent education and experience.
- Minimum of three years experience configuring Windows Server operating systems.
- Minimum of three years 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. Installs and configures servers.
2. Maintains server hardware, switches, and network infrastructure.
3. Installs and maintains VPN Connections.
4. Creates and maintains permissions on network shares.
5. Monitors the network environment to ensure that problems are identified and resolved as required.
6. Provides technical advice for new technologies and service enhancements.
7. Works closely with the network administrator to provide planning and support for the network environment and ensures that access and network capacity are present to meet end user needs, including network documentation, provisioning, testing and monitoring to meet reliability and service delivery goals.
8. Installs, configures and maintains Exchange servers, DNS, DHCP, Active Directory, Rise, QHR, Momentum, Blackberry's, SQL, Sophos and ESX.

