



Job Posting

About the CFPC

Representing more than 39,000 members across the country, the College of Family Physicians of Canada (CFPC) is the professional organization responsible for establishing standards for the training, certification and lifelong education of family physicians and for advocating on behalf of the specialty of family medicine, family physicians and their patients. The CFPC accredits postgraduate family medicine training in Canada's 17 medical schools.

Our Mission: Leading family medicine to improve the health of all people in Canada—by setting standards for education, certifying and supporting family physicians, championing advocacy and research, and honouring the patient-physician relationship as being core to our profession.

Our Vision: Leading family medicine. Improving lives.

Our Values: Caring; Learning; Collaboration; Responsiveness; Respect; Integrity; and Commitment to Excellence.

We are recruiting for an IT Client Specialist

Posting #: 2019-50
Department: Infrastructure and User Support
Division: Information and Technology Services
Reports to: Director, IT Security, Infrastructure and User Support
Classification: Support Staff
Job Family: Professional/Knowledge Worker
Status: Permanent Full Time
***FTE:** 1
Level: 5

Summary:

This role provides support to end users for computer, application, system, device, access, and hardware issues.

Responsibilities

Essential Duties include:

Help Desk Activities

- This position is the first point of contact for all I.T. Service Requests

- Ensuring that all I.T. requests are logged and either dealt with and/or escalated to an appropriate IT Staff person
- Possess a solid knowledge and experience with resolving technical issues related to computer hardware and software
- In depth knowledge of desktop, laptop, network and peripheral HW configurations including printers, scanners, and teleconferencing devices
- Collate and monitor incident responses and service requests to provide information that will lead to either positive changes and/or knowledge articles to assist in the resolution of future requests
- Follow best practices according to Information Technology Infrastructure Library (ITIL) standards

Systems Administrator Activities

- Manage user accounts within Azure Cloud and on prem
- Create/Apply active directory group policies to users and computers
- Manage and troubleshoot issues associated with the SecurePrint Server, eFax and Zoom services
- Manage the Listserv server which currently contains seven active discussion groups
- Troubleshoot remote connectivity issues using the CFPC Cloud application, VPN, and remote services.
- Ensure that the tape backups are completing successfully on a daily basis, and that all systems are protected using Commvault to backup/restore user and system files
- Ensure that Active Directory user accounts are following the corporate policies in place
- Ensure that all deployable images for laptops and desktops are up to date
- Respond to unexpected server related issues during off-hours/weekends (e.g. SharePoint page or the main CFPC web page goes down)
- Support all photocopier and printer requests
- Provide I.T. services to support onsite meetings (i.e. setting up of laptops, projectors, conference telephone polycom)
- Support Zoom and Microsoft Teams / Skype for business videoconferencing solution
- Perform upgrades, scheduled software patches changes

Administrative Tasks

- Assist the Director in administration of budgets, including preparation, coordination and reporting of budget records for hardware & software related purchases
- Produce program documentation & end user policies
- Establish & maintain a storage system for technical documentation

Related Duties:

- Ensure effective and professional communications with all internal/external contacts
- Develop and maintain collaborative relationships at all levels of the organization
- Work in accordance with all CFPC policies, procedures, and processes and with all applicable legislation
- Work in accordance with all health and safety requirements
- Demonstrate behaviours aligned with the CFPC Values
- Contribute to delivering on the overall work plan of the department and strategic goals of the CFPC
- Participate in the development and/or execution of special projects as required
- Participate on internal staff committees or working groups as required
- Assist with the mentoring and training of new team members as required
- Support the team and collaborate with colleagues to ensure departmental needs are met, including absence coverage and cross-training as required

Requirements

- University degree in a relevant program
- Minimum of 3 to 5 years' experience, preferably in related field
- ITIL Foundation certificate or a willingness to obtain certification
- Advanced computer skills in Microsoft Office and O365
- Ability to set priorities and meet deadlines
- Ability to work with a high degree of accuracy
- Ability to work independently and interact effectively in a team environment
- Excellent customer service and interpersonal skills
- Excellent analytical and problem-solving abilities
- Solid knowledge and experience with personal computer hardware and software
- Basic knowledge of desktop, laptop, network and peripheral HW configurations including printers
- Windows 10 operating systems, MS Office Suite, Office365, OneDrive, MS Teams
- Windows Server 2012 to 2019 Data Center
- MS SharePoint skills are desirable
- Video conferencing skills are desirable
- Experience working in a collaborative team environment
- Verbal and written communication skills, with ability to express ideas and opinions clearly and effectively in English; French is an asset

Working Conditions

- Open-concept office environment
- Available to support users remotely
- Team schedule will include shifts between 7:30 a.m. – 5:00 p.m. Monday to Friday
- Available for rotational on-call schedule
- Flexible to work occasional after hours or weekends for planned or emergency infrastructure needs

If you share our passion, and are committed to living our CFPC Values please submit a cover letter and your résumé referencing the posting#2019-050 to: careers@cfpc.ca by September 25, 2020.

The CFPC is committed to fostering a healthy and positive work environment. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, The CFPC encourages applications from all qualified candidates and will accommodate applicants' needs throughout all stages of the recruitment and selection process. If selected to participate in the recruitment and selection process, please inform Human Resources of any accommodation(s) that you may require to ensure your equal participation.

We thank all those who apply but only those selected for further consideration will be contacted.

*Full-Time Equivalent



