



## JOB OPPORTUNITY

### About the CFPC

The College of Family Physicians of Canada (CFPC) is the professional organization that represents more than 45,000 members across the country. The College establishes the standards for and accredits postgraduate family medicine training in Canada's 17 medical schools. It reviews and certifies continuing professional development programs and materials that enable family physicians to meet certification and licensing requirements.

The CFPC provides high-quality services, supports family medicine teaching and research, and advocates on behalf of the specialty of family medicine, family physicians, and the patients they serve.

**Our Vision:** Leading family medicine. Improving lives.

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

**Our Goals:**

1. Advancing Family Medicine
2. One Unified Voice
3. Transforming the CFPC

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<b>Position Title:</b>	<b>IT Client Specialist</b>
<b>Vacancy#:</b>	<b>2026-02</b>
<b>Department:</b>	<b>Infrastructure and User Support</b>
<b>Division:</b>	<b>Information and Technology Services</b>
<b>Reports to:</b>	<b>Director, IT Security, Infrastructure and User Support</b>
<b>Direct Reports:</b>	<b>No</b>
<b>Classification:</b>	<b>Individual Contributor</b>
<b>Status:</b>	<b>Permanent</b>
<b>Full Time Equivalent:</b>	<b>1.0</b>
<b>Salary range:</b>	<b>\$76,967.28 - \$96,209.28</b>

## **Summary**

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

## **Main responsibilities include but are not limited to:**

### **Essential Duties**

#### **Help Desk Activities:**

- Act as first point of contact for all IT service requests
- Ensure that all IT requests are logged and handled appropriately and or escalated
- Provide staff with knowledgeable client service, resolving technical issues related to computer hardware and software programs
- Ensure delivery of client services for desktop, laptop, network and peripheral hardware configurations including printers, scanners, and teleconferencing devices and programs
- 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 as it relates to Information Technology Infrastructure Library (ITIL) standards

#### **System Administrator Activities:**

- Manage user accounts within Azure Cloud and on premises
- Create and/or apply active directory group policies to users and computers
- Manage and troubleshoot issues associated with the Secure Print Server, eFax and teleconference 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 completed successfully daily, 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 CFPCweb page goes down)
- Support all photocopier and printer requests
- Provide IT services to support onsite meetings (i.e. setting up of laptops, projectors, conference telephone, Polycom)
- Support Microsoft Teams 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 communication 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 all applicable legislation.
- Work in accordance with all health and safety requirements.
- Demonstrate behaviours aligned with the CFPC Values.
- Demonstrate competencies aligned with the CFPC Competency Framework.
- Contribute to delivering on the overall work plan of the department and strategic goals of the CFPC.
- Participate in special projects as required.
- Participate in internal staff committees or working groups as required.
- Assist with the onboarding of new team members as required.
- Support the team and collaborate with colleagues to ensure department needs are met including absence coverage and cross-training as required.

### Requirements

- University Degree in Computer Science or related field.
- Minimum of 3 years previous professional experience in similar setting required.
- Minimum of 3 years' experience working in a collaborative team environment required.
- ITIL Foundation certificate required.
- Verbal and written communication skills, with the ability to express ideas and opinions clearly and effectively in English.
- Verbal and written communication skills, with the ability to express ideas and opinions clearly and effectively in French is an asset.
- Advanced knowledge of Microsoft Suite, computer hardware and software programs.
- Advanced prioritization and accuracy skills, ability to meet deadlines.
- Advanced analytical and problem-solving skills.
- Excellent interpersonal and customer service skills.
- Verbal and written communication skills, with the ability to express ideas and opinions clearly and effectively in English.
- Verbal and written communication skills, with the ability to express ideas and opinions clearly and effectively in French is an asset.
- *Core Competencies:* Continuous improvement, customer orientation, courage, stress tolerance, communication, collaborating, influencing, work standard, facilitating change.

### Working Conditions

- Available to support users remotely.
- Available for rotational on-call schedule.
- Flexible to work occasionally after hours or weekends for planned or emergency infrastructure needs.
- Occasional lifting (up to 50lbs).

This role is based in Mississauga, and the successful candidate may have the ability to work remotely in accordance with the Organization's policies and procedures dealing with remote and/or hybrid work arrangements in effect from time-to-time. In accordance with our Hiring Policy, at this time we are only considering applicants who live in the Greater Toronto Area. Our current hours of operation are Monday to Friday 8am to 5pm Eastern Time.

**There is a certain sense of job satisfaction that comes from working for a not-for-profit organization such as the College of Family Physicians of Canada (CFPC).**

**If you share our values and would like to join our team of dedicated professionals helping the CFPC achieve its mission, please submit a cover letter and your résumé referencing the vacancy# 2026-02 to: [careers@cfpc.ca](mailto:careers@cfpc.ca) by February 10, 2026.**

**We thank all those who apply for this opportunity. Only external applicants selected for further consideration will be contacted.**

*The CFPC is committed to equity, diversity, and inclusion in the workplace, and actively promotes a safe, healthy, and respectful work environment. Our hiring practices have been designed to ensure that applicants are protected from discrimination, human rights are respected, and individual needs are accommodated. We welcome and encourage applications from all qualified candidates regardless of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or disability.*

*Throughout the recruitment and selection process, please advise Human Resources if you require any accommodation(s).*