



INFORMATION SYSTEMS ADMINISTRATOR

Permanent – Full Time

OUR VISION

Belleville & Quinte West Community Health Centre (BQWCHC) is a community-based primary health care organization that provides community-focused health promotion, illness prevention, and comprehensive primary health care services. We work from a health equity perspective, prioritizing people and communities who face systemic barriers to accessing services and health. The Centre has a vision for healthy communities where everyone belongs.

THE OPPORTUNITY

The Information Systems Administrator is responsible for system design, maintenance, security, functionality, and administration of all aspects of our information systems including computer networks, file-sharing infrastructure, electronic client databases, and phone systems. The Administrator is also responsible for system planning and quality improvement including maintenance and response of a Help Desk. This is a permanent full-time position with a competitive salary and extended benefits including pension. A detailed job description is available on request.

KEY AREAS OF RESPONSIBILITY

Administration and Management of IS Infrastructure

1. Deploy, manage, and maintain all network security systems and their corresponding or associated software, including firewalls, intrusion detection systems, and anti-virus software to mitigate any risks associated with security breaches.
2. Administer and maintain end user accounts, permissions, access rights including all aspects of enterprise directory services and supporting server infrastructure.
3. Ensure security and confidentiality by maintaining servers, including e-mail, print, MDM, and backup servers and their associated operating systems and software.
4. Maintain all user and network hardware and equipment, including routers, firewalls, switches, UPS, user computers, print/copy/scan/fax/labeling devices.
5. Manage and maintain the Centre's phone system, as well as connection and security of Electronic Medical Record system, connection security for local area networks and Microsoft 365 environments.
6. Serve as technical lead in network problems and emergencies. Troubleshoot and resolve network problems.
7. Work with third party vendors for maintenance/upgrades of existing systems where required.
8. May be required to work after normal hours to perform certain tasks.
9. Other duties as may be required from time to time.

Planning

1. Maintain and keep current an IS system catalogue(s) and subsequent changes.
2. Conduct regular and ad hoc system assessments/audits including research and recommendation of any system enhancements or process changes.
3. Secure estimates for IS enhancements as required.
4. Prepare an annual plan for system growth, enhancements, and operating improvements to ensure the IS system continues to meet the evolving needs of the organization.
5. Draft, implement and maintain policies, procedures and associated training plans for network resource administration, appropriate use, and disaster recovery.

User Support

1. Develop, maintain, and coordinate internal Help Desk process to ensure timely resolutions.
2. Communicate regularly to staff status of incidents, system upgrades and/enhancements.
3. Provide IS orientation to new staff.
4. Provide staff training as required in group and individual settings.

Quality Improvement

1. Participate in regional IT/IS groups to stay current with evolving processes, systems, and goals in this area.
2. Keep current on internal and external changes and industry (IS) development.
3. Maintain a practice and systems of continuous improvement for systems, hardware, software, and process for the IT environment to continue to grow.

QUALIFICATIONS

- Post-secondary training in Information Services technologies.
- Three to five years of experience in the information systems field; experience in a healthcare setting an asset.
- Advanced overall knowledge back-up processes and best practices; familiarity with Veeam software an asset.
- Working experience with virtual server technology; Hyper-V an asset.
- Thorough knowledge of Microsoft products including Active Directory, Azure, Intune, MS SQL, Exchange Hybrid configuration and Microsoft Servers, in both physical and virtual environments.
- Experience with Electronic Medical Records an asset.
- Extensive knowledge of personal computer hardware and software.
- Strong understanding of IP, TCP/IP, and other network administration protocols.
- Understanding of various network topologies including VLANS and VOIP.
- Working technical knowledge of network and PC operating systems, including Protocols and standards such as Ethernet, LAN, WAN, ARP, TCP/IP, DNS, SIP, etc.
- Skilled at installing/configuring L2/L3 switches, routers, firewalls, etc.
- Extensive knowledge of anti-virus/anti-malware detection systems, FortiGate firewalls, intrusion detection systems, and other network security measures.
- Significant ability to maintain confidentiality.
- Ability to work in high-pressure, time sensitive situations where server/network connectivity downtime must be kept to a minimum.
- Ability to conduct research into security issues and products as required.
- Proven experience in promoting IT short- and long-term planning.
- Experience assessing end user training needs, developing, and facilitating training plans to address a wide range of skill levels and needs in both group and individual sessions.
- Solid decision making and planning skills; high degree of resourcefulness, flexibility, and adaptability; effective verbal and written communication skills; problem solving, multi-tasking, critical thinking and analytical skills combined with strong report writing skills.

TO APPLY

To apply for this opportunity please forward your resume and cover letter electronically to hr@bqwchc.com.

Within the subject line of your email, please indicate the position title for which you are applying.

Deadline for applications is January 12, 2024, at 4pm.

BQWCHC is an equal opportunity employer. Members of the 2SLGBTQ+, Indigenous, and people of colour communities are encouraged to apply. If you are differently abled and require accommodation to participate in the hiring process, please call 613-965-0698 x 163 or email hr@bqwchc.com. For more information visit our website at www.bqwchc.com.

We thank all applicants however only those selected for an interview will be contacted.