

Information Technologies Technician

Founded by a Quebecer, PowerHealth Solutions (PHS) is an international leader in technology solutions that enable healthcare customers to follow-up and optimise their patient level costing efficiency and productivity.

By joining our team, you will participate in the important deployment of our patient level costing solution across establishments within Quebec's Health and Social Services Network, as well as providing quality customer support.

Position Type:	Permanent, full-time position
Workplace Location:	Montreal (with occasional travel throughout Quebec)
Employment commencement date:	As soon as possible
Deadline for submission of applications:	Friday 22nd September 2017 at 4:00 pm
Submit your CV to:	careers@powersantesolutions.com
Reference Number:	QC-07-TECH-TI-JBM

Position Overview

Reporting to the Technological Architecture Manager based in Australia, and under the direct authority of the Operations Director, the Local Information Technologies Technician will be involved in setting up and maintaining architectural solutions for the Montreal office as well as providing support to all health and social services network customers as part of the deployment project.

The successful candidate will ensure the optimisation and proper functioning of the company's business systems and oversee all local projects. The candidate will ensure the maintenance of local infrastructures, particularly servers, workstations, licenses, subscriptions, audiovisual, security and telecommunications systems. The candidate will also ensure the security of information assets, management of access controls and the risks associated with technological infrastructures. The candidate will provide customised support and high-quality service to internal users and collaborate with our partners.

Roles and Responsibilities

Role and responsibilities include:

- Providing daily support for infrastructure, software, network, peripherals and telecommunications equipment, including backup devices
- Documenting and maintaining procedures, configurations and system settings for PHS and external clients
- Participating in the development and continuous improvement of information systems procedures and policies by sharing ideas
- Performing preventive maintenance and system upgrades
- Contributing to the analysis of current and future information management needs of the local organisation in accordance with PHS standards and guidance, and developing technological solutions to meet those needs

Montreal, Canada

- Advising management on information technology and planning
- Submitting cost estimates and cost-benefit analysis of the proposed solutions
- Ensuring that new staff members have timely access to existing systems and effective training
- Purchasing and installing computer equipment, and providing training
- Ensuring ongoing monitoring of the system, maintaining system access and ensuring system security

Competencies

We are looking for the following competencies:

- Customer service focus
- Autonomous and very responsible
- Able to demonstrate strong operational capabilities
- Excellent verbal and written communication skills
- High level of organisation and efficient time management
- Strong problem-solving skills
- Fast learner
- Thorough and accurate with strong attention to detail
- High degree of knowledge and expertise

Extensive Knowledge

You will need an extensive knowledge of the following:

- Microsoft Windows servers and workstations
- Microsoft Office Suite

Basic Knowledge

You will need a basic knowledge of the following:

- Microsoft SQL Server Management Studio, MySQL, IIS and Apache
- Knowledge of VMware administration, TCP/IP network protocol principles, and tracking tools for software development such as Subversion, Atlassian, and JIRA

Requirements

Other requirements:

- College or University degree in related field
- Two (2) years of corporate experience in a similar IT position
- Valid driver's licence
- Fluency in written and spoken English and French

Please submit your CV and a letter of application to: careers@powersantesolutions.com