



## Help Desk Analyst

### Organization Description

The Barrie & Community Family Health Team (BCFHT) is one of the largest FHT's in Ontario, offering leading-edge, comprehensive primary health care in the Barrie area. We serve the needs of 120,000 patients with participation from 68 family physicians and 40 interdisciplinary health care professionals. We envision a community where everyone can be a partner in care and wellness, where everyone has support to live a healthy life, and where everyone has access to the right care at the right time.

### Position Description

The **Help Desk Analyst** will have superior customer service and problem management skills. Working within a team, the Help Desk Analyst will respond to daily support issues via phone and email, and when necessary provide onsite support. This is a full-time role reporting to the IT manager.

### Main Responsibilities

- Provide hardware and software support to end users
- Conduct the routine procedure of backup systems
- Monitor server resource requirements
- Facilitate the updates of IT utility software
- Support and provide input into the web site and intranet
- Activate, adjust or remove employee access to email and network for all employee status changes

### Education, Skills and Requirements

The successful candidate will have a degree or diploma in an Information Technology program or related field; and a minimum 1-3 years experience. Technical expertise in Active Directory, TCP/IP, RDP, Printers, Cisco, Routing, DNS, Windows Server 2003 & 2008, Microsoft Exchange, Enterprise Solutions, Windows XP, SQL Server and Citrix required. Strong working knowledge of MS Office Suite required. Experience using electronic medical records (EMR) and web design considered an asset.

### How To Apply

The BCFHT offers a competitive compensation package including group medical/dental benefits, retirement savings, ongoing learning & development opportunities and a quality work-life balance. Qualified applicants can forward their cover letter and resume, quoting job# FHT-IT-02 to [careers@bcfht.ca](mailto:careers@bcfht.ca) by January 29, 2012. For more information on our team please visit our website at [www.barriefht.ca/](http://www.barriefht.ca/)

The Barrie & Community Family Health Team supports diversity, equity and a workplace free from harassment and discrimination. We encourage applications from all qualified candidates, including women, visible minorities, aboriginal peoples and disabled persons. Personal information contained in applications will be used for recruitment purposes and collected as per privacy legislation. While we thank all applicants, only those contacted for an interview will be acknowledged.