



# JOB POSTING

**Competition Number:** #NB2314  
**Competition Opens:** May 9, 2023  
**Competition Closes:** May 15, 2023

**Position Title:** Senior Server Technician

**Position Status:** Full-time

**Candidates Required:** 1

**Designation:** None

## Position Summary:

The Senior Server Technician will be responsible for the day-to-day monitoring and operations of all hospital IS/IT server environments, and will be required to plan, design, build, manage and support all aspects of complex and diverse server infrastructures, as well as the day to day operating. This work is performed under minimum supervision and requires the exercise of independence of judgement and action in the technical, operational, and problem-solving aspects of the work and the ability to assess business requirements for stakeholders.

## Position Responsibilities:

Specific activities include, but are not limited:

- Is the technical lead for all server and system initiatives.
- Lead and execute large-scale IT projects ranging from cloud migrations to full site deployments.
- Develops the design, setup, configuration, and on-going operations of virtual server environments (VMWare), cloud-based servers, storage area networks (SAN), data backups, data systems, and related applications and ensures the infrastructure is current, assesses near and long term capacity needs, and performs capacity planning, data recovery and disaster recovery plans and procedures.
- Is responsible for the overall server and backup systems performance, monitoring, maintenance, support, and optimization; performs advanced server duties and functions.
- Supports staff in maintaining corporate voice systems, which include VOIP, PBX, and IVR systems
- Evaluates new technologies and provides recommendations and direction on technical solutions.
- Communicates with services providers, vendors, and contractors in the resolution of complex issues
- Follows proper change management processes and post-implementation review of modifications and enhancements, as well as creates and maintains change management records, server documentation, designs, and drawings.
- Will be required to work non-standard hours to implement request for changes (RFCs)
- Perform other related duties may be assigned from time to time
- Ensures cross-functional teamwork and cross training to deliver quality solutions by identifying, escalating, and resolving all issues in a proactive manner.
- Assist the tech team in various activities to test and apply software updates and patches, monitors and maintains day-to-day systems operations.
- Plans, designs, and implements system upgrades & enhancements to meet current and future needs (Windows 10, Office 365, VLANs, VMware, Cloud Services, Citrix, SQL databases etc.).
- Establish Maintain and support daily server operations: logs, patching, configuration, and system security.
- Analyzes situations and identifiable factors to determine appropriate action, remedies, and outcomes through the use of defined procedures and best practices.
- Communicates highly technical information to both technical and non-technical personnel.
- Maintains project plans, cost estimates, and vendor relationships for system related activity.
- Manages performance monitoring, load balancing activities and works with other partner hospitals to maintain connectivity.
- Ensures standards compliance with architecture, technology, audit, and security standards.
- Maintains records and provides reporting on repairs, down time, changes and updates. Troubleshoot business critical systems and applications that operate 24/7/365; identify root cause, actions, impact, and resolution and executes remediation plans.
- Provide On-Call support outside of office hours on a rotational basis.

The responsibilities described above are representative and are not to be construed as all-inclusive.  
The candidate will perform other duties as directed by the manager of IS/IT.

## Qualifications:

- University degree or college diploma in Computer Sciences or an IT related discipline or equivalent combination of education, training, and experience
- Certification and formal designations such as VMware, CompTIA Server+, MTA, ITIL, MCSE, or equivalent preferred.
- Physically able to lift, stretch, bend, and walk in order to interact with equipment found throughout the hospital
- Strong communications skills are essential.
- Bilingualism (English/French) is an asset.

## Experience:

Min of 5 years' experience in the support and operations of servers, cloud infrastructures, monitoring and performance turning within a medium/large IT infrastructure.

- Healthcare experience is an asset but not mandatory.
- Advanced Experience with performance monitoring processes and tools and technical writing experience
- Strong acumen with Windows, Microsoft, Active Directory, SAN administration, LDAP, MS Office, Print server administration, interfaces, VPN, Exchange Server, Windows File Systems, Horizon View for VDI etc.

Timmins and District Hospital will provide accommodations during the recruitment process.

Si vous souhaitez recevoir cette offre d'emploi en français, s'il vous plait contactez le département des ressources humaines au poste 6371.

**Application Deadlines:** Interested applicants are asked to submit their **up-to-date résumé** to the Human Resources Office, quoting competition #NB2314 on or before midnight, **May 15<sup>th</sup>, 2023.**