



Tehsakotitsén:tha

Kateri Memorial Hospital Centre

P.O. Box 10, Kahnawake, QC J0L 1B0

Tel: (450) 638-3930 Fax: (450) 638-4634

www.kmhc.ca

Internal/External Job Opportunity

Kateri Memorial Hospital Centre is located in the vibrant Mohawk Territory of Kahnawake. We have a 73-bed inpatient facility in a homelike environment and extensive outpatient services. KMHC is dedicated to strengthening the health and well-being of Onkwehshon:’a (people) and providing quality health and preventative care services.

POSITION	Information Technology Technician Determinate (Contract 7 months) Full-Time (35 hours per week)
JOB SUMMARY	The Information Technology Technician is responsible for ensuring the proper functioning, planning, implementation and evaluation of the electronic networks of the Kateri Memorial Hospital Centre (KMHC) and its satellite sites.
REQUIREMENTS	Certificate in Network Installation and/or Administration from a recognized educational institution Microsoft Office certification, i.e., MCP, MCSA, MCSE Knowledge and experience of PC hardware, network protocols, operating systems and current application software to efficiently perform upgrades, ensure normal hardware maintenance and troubleshooting tasks Knowledge and experience regarding general network administration, specifically server operating systems (i.e. Server 2003/2008/2012, Office Suites and Accounting applications), including the administration of clients, peripherals, network directory services administration, configuration and support of MS Exchange, Lotus Notes and Domino Server. Ability to assist in policy development, and proposal writing on network, email and general computer use Knowledge of firewall and security practices, with reference to the IOS (International Organization for Standardization) OSI (Open Systems Interconnection) model Willingness to undertake required training as necessary
SALARY	In accordance with the Quebec Ministry of Health and Social Services (MSSS) reference Code 2124, Group 214: Echelon 1 \$24.78 to Echelon 12 \$35.67 per hour, depending on experience
DEADLINE	Friday, May 10, 2024 at 3:30pm
APPLICATIONS	<u>Please submit a complete application package which includes:</u> <ul style="list-style-type: none">✓ Letter of Intent✓ Resume✓ Privacy Waiver✓ Completed Application Form <u>You can find the following documents on www.kmhc.ca/careers:</u> <ul style="list-style-type: none">➤ Job Description➤ Privacy Waiver➤ Application Form <u>Submit applications to:</u> Human Resource Services kmhc.hr.kahnawake@ssss.gouv.qc.ca

*Please note that preference will be given to Indigenous candidates.
Incomplete submission packages will not be considered.*

Posted: April 26, 2024



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Kateri Memorial Hospital Centre

TITLE:	Information Technology Technician Group 214 Code 2124
DEPARTMENT:	Information Management
SUPERVISOR:	Director of Support Services
STATUS:	Determinate Full-Time
EFFECTIVE DATE:	July 2008
REVISION DATE:	April 2019

JOB SUMMARY

The Information Technology Technician is responsible for ensuring the proper functioning, planning, implementation and evaluation of the electronic networks of the Kateri Memorial Hospital Centre (KMHC) and its satellite sites.

RESPONSIBILITIES

- To assist in implementing and maintaining the electronic networks, systems, work stations and servers ensuring the effective, efficient and reliable integration of systems and sharing of departmental information
- To act as a resource person, solving computer and computer-related problems for staff
- To assist in providing advice, input, direction and policies on the most appropriate IT systems and network development and usage to meet the strategic and operational objectives of KMHC
- To participate as a member of the Information Management Committee
- To work in conjunction with the Technocentre Monteregie, maintaining a close working relationship to ensure support for all technical needs
- To oversee the security of the organizational electronic network
- To assist in the proper functioning of the telephone system
- To submit an annual report to the Director of Operations
- Has attitudes and behaviors which assure the provision of safe care and services
- Is vigilant and takes responsibility to ensure a safe environment for all
- Declares all risk situations, near misses or accidents that are witnessed or discovered on KMHC premises
- To foster an approach to care that is respectful, compassionate and culturally appropriate and competent, responsive to the needs, values, beliefs and preferences of clients and their family member, supporting mutually beneficial partnerships between clients, and health care providers
- Work in an environment that honours the wisdom of Indigenous beliefs, language, culture and traditions

DUTIES

- Assists in the development, maintenance and continuous improvement of an Information Technology Plan, as approved by KMHC management
- Ensures all systems and work stations are functioning acceptably on a day-to-day basis
- Maintains the network infrastructures and various components, to ensure their efficient operation
- Troubleshoots IT problems, carry-out immediate repairs or corrective action to the hardware/software when any part of the network, system or workstation is malfunctioning
- Assists in maintaining and overseeing the development of databases as requested by clients of IT equipment
- Engages the timely services of outside technicians for repair or maintenance work as required, with the authorization of the Director of Operations
- Develops and maintains up-to-date documentation and inventories for all network/device configurations; hardware/software and computer equipment
- Implements procedures to ensure backup of all user data and servers; ensures safety and security of data through judicious use of backup and recovery practices
- Directs users to save all data to network drives
- Ensures the security of network access and use by implementing secure procedures to prevent unauthorized access and mishandling of sensitive departmental data via a firewall or other common security practices
- Aids in the maintenance of the KMHC web site and social media sites
- Oversees the development and maintenance of the main KMHC Internet web site
- Embarks on internet related projects as directed
- Reviews needs with managers and recommends a prioritized list of special projects that could have the widest benefit with the greatest importance at the lowest cost
- Develops, as required, a plan for required projects to be undertaken, detailing actions, resources, costs, measurable benefits, responsibilities, milestones and an evaluation process, in special circumstances, preparation and tendering contracts may be utilized with assistance by supervisor or others
- Researches new products and training that will improve service delivery
- Presents, as necessary, to Senior Management the goals and objectives of the IT services and how they may affect or respond to strategic and operational objectives
- Assists in the planning, organizing and execution of information systems initiatives for KMHC, and any partner projects as directed by Administration and ensures the end result is a practical, workable and an affordable solution
- Assists in the development and implementation of policies on computer usage and standards within the organization
- Responds in accordance with the KMHC Emergency Response Plan
- Maintains, in good order, his/her immediate workspace
- Updates procedural manual as necessary
- Maintains the electronic anti-wondering system, nurse call system, card access and medication carts
- Responds to employee requests re: telephone repairs

WORKING CONDITIONS

- Moderate overtime required in order to meet deadlines and complete projects
- Some weekend work necessary
- Light travel

QUALIFICATIONS/REQUIREMENTS

- Certificate in Network Installation and/or Administration from a recognized educational institution
- Microsoft Office certification, i.e., MCP, MCSA, MCSE
- Knowledge and experience of PC hardware, network protocols, operating systems and current application software to efficiently perform upgrades, ensure normal hardware maintenance and troubleshooting tasks
- Knowledge and experience regarding general network administration, specifically server operating systems (i.e. Server 2003/2008/2012, Office Suites and Accounting applications), including the administration of clients, peripherals, network directory services administration, configuration and support of MS Exchange, Lotus Notes and Domino Server
- Ability to assist in policy development, and proposal writing on network, email and general computer use
- Knowledge of firewall and security practices, with reference to the IOS (International Organization for Standardization) OSI (Open Systems Interconnection) model
- Willingness to undertake required training as necessary

Language Skills:

Ability to communicate both written and verbally

Ability to speak effectively before groups of clients and employees

Ability to speak, read and understand French language

Physical Demands:

While performing the duties of the job, the employee is regularly required to sit, walk, talk, hear and maneuver in tight spaces

The employee is frequently required to use hands and fingers to handle controls

Day-to-day work includes:

- desk and personal computer work
- interaction with clients, staff and physicians

The work environment is that of a health-care facility with air temperature control and moderate noise levels

May be exposed to infectious and contagious diseases/materials

Other Qualifications:

Demonstrated ability to communicate effectively with Indigenous people, including sound knowledge and understanding of issues impactation mental, emotional, physical and spiritual health in contemporary society

The commitment to learn about Indigenous culture and language to better understand and serve the clients

Planning, organizing and decision-making skills

Professional attitude

Ability to assume initiative

Ability to work in a team setting

Motivated and interested in learning

Strong interpersonal skills to support staff

The employee shall perform the services outlined in the above job description, including any related or incidental duties and responsibilities that may be assigned to him/her at any given time.

Incumbent

Date

Manager