



Medical Imaging Consultants – Information Technology Department

Position: Desktop Support Analyst - Tier1

Reports to: Mohit Robinson - IT Manager

Term: 1-year term position

Desktop Support Summary

The IT team at MIC is a small dynamic team of IT infrastructure and clinical application support professionals. Team members are expected to work together to support the day-to-day operations, projects and best in class information systems.

We rely on a variety of enterprise technologies to support our business operations and provide our team with challenge and continued professional and technical development.

Primary Responsibilities

The primary responsibilities will be Desktop support along with maintenance of MIC's clinical application systems. The successful candidate will start with common tasks and support requests and graduate to more complex items over time.

The flow of patient information is critical to the successful delivery of our diagnostic imaging services to our patients and referring physicians.

Key Responsibilities

- Manage IT Helpdesk ticketing portal – prioritize tickets and assign to other support team as required. Provide Tier I/II - IT hardware, software, VOIP, Smartphone, support for end users.
- Configure, personalize and position workstations for users. Maintain upgrades or replaces hardware and software systems.
- Onboarding and off boarding users i.e. create, modify, and delete users.
- Provide basic training to users and create training tutorials for self-help.
- Project management, coordination and implementation of IT Infrastructure related projects.
- Adhere to IT Services Policies, Procedures and Guidelines
- Other duties as assigned



Minimum Qualifications:

- Diploma in Computer Studies or Computer Support Technology program (or equivalent).
- Experience providing technical support.
- Experience in client service environment.
- Experience with IT Service Management systems
- Microsoft certifications such as MCP will be considered as an Asset.
- Knowledge of current Microsoft environments including, Windows 7, Windows 10, Server 2008, 2012, 2016
- Proficiency with Microsoft Office products-- Outlook, Word, Excel. Teams.
- Knowledge of Active Directory, DNS, DHCP, TCP/IP and Virtualization technologies, as well as mobile device administration.

Position Duties:

- Provides first response and triage all incoming support requests via ticket system
- Prioritizes and resolves incoming support requests from staff, radiologists, and referring physicians
- Escalates support requests as necessary based
- Utilizes ticket management system to proactively identify opportunities to use technology to improve clinical workflow and outcomes
- Rotate through the IT helpdesk and on-call rotations
- Travel between the 13 Edmonton area clinics
- Complete tasks with minimal supervision
- Develops and maintains end user documentation for areas of responsibility
- Participates in development of individual and team objectives and departmental strategic plan

At the end of the position term, the position may be extended.

If this opportunity is of interest to you please forward your resume to Mohit Robinson (mohitrobinson@mic.ca).