



South East Toronto

Family Health Team



Job Description Information & Technology Support Casual/Part-Time Role

Company Description

South East Toronto Family Health Team (SETFHT) is an academic Family Health Team (FHT) affiliated with the University of Toronto. Our FHT is comprised of a variety of healthcare professionals that include: physicians, medical residents, nurse practitioners, registered nurses, dietitians, social workers, psychologists, care navigators, physician assistants and chiropodists, all assisted by an exceptional administrative and clinical support team.

SETFHT is also a partner with the new Health Access Taylor Massey (HATM) clinic that is under development. HATM is bringing new primary care and interprofessional resources to the Taylor Massey community, while leveraging existing supports and services in the community to improve access to comprehensive primary and social care for residents.

Position Profile

As a member of the South East Toronto Family Health Team's (SETFHT), the Information & Technology Assistant is responsible for supporting all SETFHT sites: 840 Coxwell Avenue, 1871 Danforth Avenue, Health Access Taylor Massey (HATM) and the Family Health Organization (FHO).

Roles and Responsibilities

- Act as the first point of contact for any staff seeking technical (hardware/software/basic networking) assistance and support
- Install, configure and maintain computer hardware and printers at all sites
- Perform regular workstation system update and patches
- Provision new laptop or desktop and assist in IT asset management
- Create/maintain user accounts
- Provide technical training and develop guides for staff

Skills, Knowledge and Job Requirements

- Previous experience in an IT Helpdesk or IT Technical Support role is an asset
- Hands-on experience configuring and troubleshooting macOS and Windows computers
- Experience in EMR (preferably Practice Solutions) is an asset
- Experience with standard networking equipment (Routers/Switches/Wireless Access Points) is an asset
- Detail-oriented with excellent verbal and written communication skills
- Excellent Customer service skills
- Focus on time management and organization skills while multitasking
- Ability to demonstrate consistent follow-through on assigned tasks and projects

The above responsibilities are not to be considered all inclusive; the individual may be assigned other related duties in the interest of efficient operations of SETFHT.



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Hours of Work

The successful candidate must be available to work weekday shifts, as well as have possible evening or weekend availability.

Compensation

- The rate of pay for this position is \$18.00 per hour
- Position includes an extra 8% Pay in Lieu of Benefits
- Position does include Paid Time Off

Thank you for your interest in the South East Toronto Family Health Team. Only those candidates selected will be contacted for an interview. ***Please, no direct telephone inquires or email follow-ups.***

SETFHT supports a respectful and inclusive work environment for all, including the AODA and Employment Equity initiatives. We encourage qualified applicants of all ages, races, colour, ethnic origins, religions, abilities, gender identities and sexual orientations as well as peoples with disabilities to apply for this position. Accommodations are available on request for candidates taking part in all aspects of the selection process.

Job Contact Information

Human Resources

South East Toronto Family Health Team

E-mail: humanresources@setfht.on.ca

Subject: IT Support

Please forward cover letter and resume by 3:00 PM on September 30th, 2022