



**CARSWELL
CENTRE**
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Toronto, ON M4C 1J3
Tel: 416-699-7775
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COXWELL SITE
#105-840 Coxwell Ave
Toronto, ON M4C 5T2
Tel: 416-469-6464
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TAYLOR MASSEY
4 The Market Place
Toronto, ON M4C 5M1
Tel: 647-251-8195
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Job Description IT and Site Support Assistant Casual/Part-Time Role

Company Description

South East Toronto Family Health Team (SETFHT) is an academic primary care clinic affiliated with the University of Toronto. Our organization is comprised of a variety of Interdepartmental Healthcare Professionals (IHPs) that include: physicians, medical residents, nurse practitioners, registered nurses, dietitians, social workers, psychologists, patient care coordinators, physician assistants and chiropodists, all of whom are assisted by an exceptional administrative and clinical support team.

SETFHT is a partner at Health Access Taylor Massey (HATM) clinic, which is bringing a wave of primary care and interprofessional resources to the Taylor Massey community. SETFHT is also leveraging existing supports and services in the community to improve access to comprehensive primary and social care for its residents.

Position Profile

As a part-time IT and Site Support Assistant with the South East Toronto Family Health Team (SETFHT), you will play a key role in ensuring the smooth operation and functionality of all three SETFHT locations. Your responsibilities include supporting both IT and Facilities by resolving basic technical issues, providing technical support, maintaining computer systems, and assisting with various IT-related tasks. Additionally, you will ensure the upkeep of facilities, maintain a clean and professional environment following Infection Prevention and Control (IPAC) guidelines, install equipment and perform general repairs/maintenance to support the efficiency of the team.

Roles & Responsibilities Site Support

- Ensuring site maintenance, including exam rooms, bathrooms, hallways, and common areas.
- Monitor and assist with disinfecting high-touch surfaces and performing deep-cleaning tasks as needed.
- Support site efficiency and usage of space, assisting with modifying room and equipment layout.
- Support infection control protocols, including safely handling and disposing of cleaning materials and waste.
- Support sustainability efforts by assisting with recycling programs, waste management, and using environmentally friendly cleaning products.
- Assist with environmental health initiatives, including audits of cleaning practices and sustainability efforts.
- Help with special projects such as reducing the environmental footprint of housekeeping operations or improving cleanliness standards.

HEAD OFFICE

4th Floor - 1871 Danforth Avenue Toronto, ON M4C 1J3 T: 416-423-8800 F: 416-423-8803



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South East Toronto
Family Health Team

Roles & Responsibilities IT Support

- Provide technical assistance and support to staff by troubleshooting hardware, software and basic networking issues
- Install, configure and maintain computer hardware and printers at all sites
- Help maintain an accurate inventory of IT equipment, including laptops, desktops, peripherals and software licences. Assist in tracking equipment movement, conducting audits and updating records as necessary
- Provide basic support and technical training for staff, when applicable
- Help with small-scale IT projects such as hardware or software upgrades, system migrations or user training initiatives. Collaborate with the IT Manager to ensure projects are completed within appropriate timeframes

Skills, Knowledge & Job Requirements

- High school diploma or equivalent; relevant certifications or coursework in IT is an asset
- Strong attention to detail and ability to perform cleaning tasks thoroughly and efficiently.
- Basic understanding of environmental health and safety standards.
- Ability to work independently as well as in a team environment.
- Strong communication skills (both verbal and written).
- Familiarity with Microsoft Office Suite (Excel, Word, PowerPoint) or other data management tools is a plus.
- Proactive, responsible, and willing to learn.
- A keen interest in environmental sustainability and health practices.
- Ability to handle physical tasks, including lifting and moving cleaning supplies and equipment.
- A customer-service mindset and a commitment to creating a clean and safe healthcare environment.
- Prior experience in housekeeping or custodial work, especially in healthcare settings.
- Knowledge of healthcare infection control protocols.
- General handyman skills
- Previous experience in an IT Helpdesk or IT Technical Support role is an asset
- Basic knowledge of computer hardware, software and networking concepts

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.

Hours of Work

The successful candidate has flexible weekday work hours based on operational needs. They must be available for at least 12 hours per week and may include evening or Saturday shifts.

Compensation

- The rate of pay for this position is \$18.00 per hour
- This position includes a 4% payment in lieu of benefits
- This position includes the optional enrollment in HOOPP or 4% payment in lieu
- This position includes Paid Time Off



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Thank you for your interest in the South East Toronto Family Health Team. Only the selected candidates will be contacted for an interview. Please do not direct telephone inquiries or email follow-ups.

We thank all applicants for their interest, but only those selected for an interview will be acknowledged. Please note that a criminal background check will be conducted for this position. SETFHT supports a respectful and inclusive work environment for everyone and is committed to Anti-Oppression principles. We encourage qualified applicants of all ages, races, colours, ethnic origins, religions, abilities, gender identities, sexual orientations, and people with disabilities to apply for this position as it reflects the broad diversity of communities we work with.

In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided in all parts of the hiring process. Accommodations are available on request for candidates participating in all aspects of the selection process.

SETFHT encourages a scent-free environment. All employees, students, volunteers, and visitors are asked to refrain from wearing fragrances and other scented personal care products (i.e. perfumes, lotions, hairspray, etc.) while on the premises.

Job Contact Information

Human Resources

South East Toronto Family Health Team

E-mail: humanresources@setfht.on.ca

Subject: IT & Site Support Assistant

Please forward cover letter and resume by 3:00 PM on February 14, 2025

