



**CARSWELL
CENTRE**
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COXWELL SITE
#105-840 Coxwell Ave
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TAYLOR MASSEY
4 The Market Place
Toronto, ON M4C 5M1
Tel: 647-251-8195
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IT & 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 chiropractors, 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

The casual/part-time IT & Site Support Assistant plays a key role in ensuring the smooth operation and functionality of all three SETFHT locations. Your responsibilities include supporting both IT- and Facility-related tasks 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.

Role & Responsibilities

This dual-role supports both IT & Facility functions to support the day-to-day operational needs of SETFHT's clinic locations. The successful candidates' work will range from hands-on upkeep of clinical spaces and support for environmental health practices, to assisting with IT systems, hardware, and user troubleshooting.

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.
- Assist with modifying room and equipment layouts to support efficient use of space.
- Follow infection control protocols, including safely handling and disposing of cleaning materials and waste.
- Support sustainability efforts through recycling programs, waste management, and the use of eco-friendly cleaning products.
- Participate in environmental health initiatives, including cleaning audits and sustainability evaluations.

HEAD OFFICE

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



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- Assist with special projects aimed at reducing the environmental footprint and improving cleanliness standards.

IT Support

- Provide front-line technical assistance and support to SETFHT staff, including troubleshooting hardware, software, and basic networking issues.
- Install, configure, and maintain IT hardware (desktops, laptops, printers, etc.) across all clinic sites.
- Assist in maintaining accurate inventory of IT equipment and software licenses; support asset tracking and audits.
- Provide basic technical training and user support to staff, as needed.
- Contribute to small-scale IT projects (upgrades, system migrations, user training initiatives, etc.), working with the IT Manager to meet project timelines.

Skills & Qualifications

- High school diploma or equivalent; IT certifications or coursework is an asset.
- Strong attention to detail and ability to perform cleaning tasks thoroughly and efficiently.
- Understanding of infection prevention, environmental health, and workplace safety standards.
- Ability to work independently and collaboratively in a team environment.
- Strong interpersonal and communication skills (verbal and written).
- Familiarity with Microsoft Office (Excel, Word, PowerPoint); knowledge of other data management tools is a plus.
- Proactive, responsible, and willing to learn.
- Interest in environmental sustainability and health practices.
- Comfortable with handle physical tasks, including lifting and moving equipment and supplies.
- Possess a customer-service mindset with a commitment to creating a clean and safe healthcare environment.
- Knowledge of healthcare infection control protocols.
- General handyman skills for minor repairs and/or installations.
- Experience in IT Helpdesk or Technical Support roles is an asset.
- Basic knowledge of computer hardware, software, and networking concepts.

Other Requirements

- Excellent conflict resolution and interpersonal skills.
- Experience working with low-income, multi-racial, multi-lingual and newcomer communities.
- Commitment to anti-oppression, anti-racist, and 2SLGBTQ+ inclusion principles.
- Familiarity with the healthcare sector and multidisciplinary team environments.
- Available to work occasional evenings and weekends, as required.

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



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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

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 inquiries or email follow-ups.

Please note that the South East Toronto Family Health Team does not use artificial intelligence (AI) to screen, assess, or select applications for this position. All hiring decisions are made by people.

We thank all applicants for their interest but only those selected for an interview will receive acknowledgement. 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, colour, ethnic origins, religions, abilities, gender identities and sexual orientations as well as peoples 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 taking part 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

