

## INTERNAL/EXTERNAL POSTING

### Inviting applications for the position of: IT Technician

Location: Brockville with occasional travel to other locations in LLG  
Hours: 0.6fte – 42hrs bi-weekly  
Term: indeterminate  
Salary Range: \$49,400 - \$59,300 annually or \$27.14-\$32.58 hourly  
Start date: to be determined  
Existing Vacancy: yes

#### Who we are:

Rideau Community Health Services (RCHS) is a non-profit, community-governed health and social service agency that provides comprehensive primary care, health promotion and community development services. Working with partners to provide integrated health and wellness services for various communities throughout Leeds, Grenville and Lanark counties.

#### What we offer:

- Competitive Rates
- Health Benefits – 100% premium pd,
- Pension Plan - HOOPP
- Generous paid time off
- Team Work
- Professional Development opportunities
- Work/Life Balance and Supportive Culture

#### About the Role:

Provides technical assistance and support to staff on a variety of IT issues. Assists the Information Technology Specialist in the development and maintenance of a reliable information technology infrastructure.

**Submit your expression of interest in the form of cover letter and resume by April 10, 2026**

To Human Resources [hr@rideauchs.ca](mailto:hr@rideauchs.ca)

All applications are considered confidential. AI screening is not used in hiring.

RCHS is accountable to employees, clients and to the government of Ontario for meeting the standards set by the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA") and its regulations. RCHS is an equal opportunity employer, respecting and embracing the needs and diversity of our employees. If you require an accommodation to fully participate in the hiring process, please call 613-269-3400, ext. 228.

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## **SUMMARY:**

Provides technical assistance and support to staff on a variety of IT issues. Assists the Information Technology Specialist in the development and maintenance of a reliable information technology infrastructure.

## **RESPONSIBILITIES:**

- Provide a single point of contact for end users to receive support and maintenance within the organization's computing environment. This includes installing, diagnosing, repairing, maintaining, and upgrading all PC hardware and equipment to ensure optimal workstation performance.
- Troubleshoot problem areas (in person, by telephone, or remotely) in a timely and accurate fashion and provide end-user assistance where required.
- Provide support and maintenance for Microsoft 365, Entra ID and other core applications.
- As directed, maintains and upgrades computer systems, workstations and peripherals to ensure the functionality and integrity of RCHS hardware and software systems.
- As directed, manages access to RCHS data and resources.
- Administration of IP Telephony system.
- Ensure adequate inventory of IT Equipment and peripherals.
- Work collaboratively with the IT Specialist and other team members to seek innovative tech solutions to support RCHS programs and services.
- Create new and maintain existing RCHS knowledge base articles.

## **Knowledge, Skills and Abilities:**

- Working knowledge of managing ticket lifecycles.
- Excellent knowledge of computer hardware and peripherals.
- Strong understanding of common windows software applications.
- TCP/IP networking principles required along with basic knowledge of IP telephony.
- Proficient in Microsoft 365, Active Directory, Windows Desktop Operating Systems, desktop/laptop imaging, and inventory management tools.
- Mobile Device Management (MDM) support & configuration knowledge.
- Outstanding verbal and written communication skills..
- Ability to deliver outstanding customer services and satisfaction to staff.
- Ability to work in a fast-paced and changing environment, manage user expectations and potential risks.
- Experience and ability to facilitate one-to-one and group training sessions.
- Ability, initiative, and willingness to learn new technologies, programs and software.
- Organizational and time management skills
- Good written and oral communication skills in English, self-motivated and directed.
- Ability to work autonomously with little or no supervision.
- Strong troubleshooting skillset.

## COMMON RESPONSIBILITIES:

- Works in a manner that preserves confidentiality and seeks to minimize risk.
- Work in a manner that incorporates health promotion and recognizes the determinants of health.
- Incorporate and strengthen collaborative and interdisciplinary teamwork.
- Respects and values the diversity of communities and individuals.
- Supports the student and volunteer placement programs.
- Promotes awareness of and participates in RCHS activities.
- Contributes to the work by participating in meetings and committees.
- Work regular hours of operation in locations identified by the RCHS.
- Contributes to the RCHS' practices of hiring, orienting, training and mentoring staff.
- Contributes to the efforts to secure and maximize resources for current and new programs, services, and activities.
- Participates in the efforts to enhance its capacity through staff development.
- Supports and complies with the Occupational Health and Safety policies and procedures.

## QUALIFICATIONS:

- Post-Secondary School Diploma in Information /Computer Technology or a combination of relevant certifications and/or experience.
- 2+ Years' minimum in troubleshooting PC systems.
- 2+ years minimum in service desk environment.
- Extensive knowledge of Windows OS and MS 365(SharePoint, Exchange, OneDrive etc.).
- Effective communication skills and ability to manage variety of tasks in a team setting.
- Fluency in English is essential.
- Vehicle required for travel to other RCHS sites.

## OTHER

- Ability to work flexible hours based on program needs
- Valid Driver's license
- Canadian criminal record check/vulnerable sector check that are satisfactory to RCHS