



## **IT SUPPORT SPECIALIST**

**Responsibility Area:** Technology Department

**Reporting To:** Director of Technology & Lottery Operations

### **Why St. Boniface Hospital Foundation?**

This is your chance to make a difference in Manitoba's health care landscape. You'll engage with some of Manitoba's most generous donors and help continue the compassionate, excellent care St. Boniface Hospital is known for. You'll join a group of professional, kind, and reliable colleagues in an innovative, flexible work environment.

### **Our Purpose:**

- Help donors make informed, thoughtful, and meaningful philanthropic decisions;
- Engage the corporate community through philanthropy, sponsorship, and volunteerism;
- Tell the stories of St. Boniface Hospital's groundbreaking research and patient-centered approach to care;
- Manage resources professionally and transparently.

### **What You Will Be Doing:**

- Day-to-day management of our network environment, including:
  - Administering both Linux and Windows Server 2008/2012 r2
  - Implementing and troubleshooting devices running Windows 8.1 and 10
  - Troubleshooting printers and print drivers
  - Monitoring firewall appliance, antivirus, and backup solutions
  - Administrating and supporting all Office 365 products including SharePoint
- Providing technical assistance for our team.

### **What You Need To Know:**

- Demonstrated ability to handle multiple tasks and projects within specific time frames;
- Excellent written and oral communications skills a must; French would be an asset;
- Degree or Diploma in Computer Science or related field with minimum of two years direct work experience;
- Strong team player;
- Previous experience in technical support and/or helpdesk;
- Must be able to clearly document issues and outline the resolution to support cases;
- Experience with network troubleshooting and Internet connectivity;
- Ability to exercise good judgment and discretion with confidential information;
- Working technical knowledge of network protocols, operating systems, including Windows and Linux systems.



**Hôpital St-Boniface Hospital**

FONDATION • FOUNDATION

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www.stbhf.ca

**Who You Will Be Interacting With:**

- Donors and prospective donors;
- Foundation staff and management;
- Foundation Board of Directors;
- Hospital & Research Centre staff and management;
- Volunteer committees;
- The business community, community organizations, and foundations.

**How Long Will You Be With Us?**

- Term of one year (maternity leave)

St. Boniface Hospital Foundation offers a competitive salary and benefits package. Please send your resume and cover letter, along with salary expectations, to:

**Patti McNeill**

**Executive Administrator**

**St. Boniface Hospital Foundation**

**Fax: 204-231-0041**

**Email: [hr@stbhf.org](mailto:hr@stbhf.org)**

Applications must be received no later than **May 31, 2019**. We appreciate all who apply but only those applicants selected for an interview will be contacted.