**Summary of Duties**

* Work closely with Tier 3 and vendors to support configuration and deployment of endpoint user devices
* Work with the project team and vendor to support device testing and troubleshoot/research solutions to hardware and software issues
* Ensure adherence to IS Information Services policies, procedures and controls
* Facilitate project team requests to Sunnybrook’s Service Desk
* Identify and mitigate risks related to assigned scope of work
* Provide cabling/connectivity, LAN, paging/cell phones telecom support
* Document knowledge objects, troubleshooting steps and solutions accurately for future reference
* Provide technical and user support at go live of the HIS solution
* Track and report status of assigned tasks
* Perform other duties, as required

**Qualifications/Skills**

* College/University or industry professional designation in a related technical field
* CompTIA A+ and CompTIA Network + certifications
* Excellent knowledge and demonstrated experience with installing, configuring, upgrading and supporting Windows desktops and laptops
* Excellent knowledge and demonstrated experience with installing, configuring, upgrading and supporting Apple products such as Mac computers, iPads and iPhones
* Excellent knowledge of other mobile technologies such as Android devices
* Knowledge of hardware components (desktops, monitors, laptops, printers, peripherals, etc.)
* Understanding of virtualization (VMware clients, virtual desktops, etc.)
* Understanding of Windows based printing concepts
* Understanding of networking concepts, with ability to apply these concepts to troubleshoot network related issues (both wired and wireless)
* Understanding of VPN technologies
* Excellent knowledge of EntraID and M365 technologies and concepts (M365 Office, email management, Microsoft 365 Admin Centre)
* Analytical thinker, with excellent troubleshooting skills
* Able to work independently and efficiently to meet deadlines
* Self-motivated, detail-oriented and organized
* Excellent people/customer service skills and time management skills
* Comfortable in a patient care setting