Senior Technical Specialist – Network Support

A newly formed Regional Operations Team will provide operational support following the regional Epic go-live in December 2021, to the seven (7) acute hospital organizations in the Central East (CE) region: Campbellford Memorial Hospital, Haliburton Highland Health Services, Lakeridge Health, Northumberland Hills Hospital, Peterborough Regional Health Centre, Ross Memorial Hospital and Scarborough Health Network. These organizations have been on a clinical transformation journey to implement a shared, regional Epic CIS solution as well as a number of regional third-party applications since July 2019.

The CE Regional Operations Team will have a dedicated leadership team overseeing five (5) work streams: Outpatient Ancillary, Inpatient, Access/Revenue & Reporting, 3rd Party & Integration and Technical. The Regional Operations team will work on behalf of all 7 hospital organizations. Scarborough Health Network (SHN) will manage employee policies and act as paymaster on behalf of all 7 hospital organizations

The Network support role is responsible for the ongoing development, maintenance, and operations including triaging and prioritizing issues, troubleshooting, break-fixes etc. for the network infrastructure to support the CE regional team. This role will also manage IT security components and monitor the security health of the environment.

Additionally, they will provide technical support for the CE Regional Operations Team with device deployment, VPN issues, and software installations.

Responsibilities:

• Responsible for independently evaluating systems, analyzing complex issues and problems, performance metrics, troubleshooting, resolving break fixes and testing resolutions with technical teams
• Provides ongoing maintenance and support for the network infrastructure (firewalls, switches, WIFI, VPN connections, etc..) with little to no assistance
• Manage and monitor the security operations (EDR, firewall logs, AD authentication, etc..) and develop risk matrixes on gaps
• Engage with vendors on new technologies to better secure and optimize the environment.
• Review and provide guidance for network connectivity to the regional infrastructure system for the 7 organizations and external vendors.
  • Provide Tier 2 assistance as needed (laptop deployments, application configuration and setup, authentication issues access, etc..) to support the environment
• Participate in operational committees and working groups with workflow design/optimization decision-making by highlighting system capabilities, limitations, risks etc.
• Reviewing the status of projects and issues on an ongoing basis with leadership

Requirements:

• Strong working knowledge and experience with network infrastructure components and standards
• Demonstrated capabilities with Palo Alto firewalls, HP switches, and Aruba WIFI components or equivalent
• Working knowledge of security requirements and troubleshooting including areas such as EDR and next generation firewall configurations
• Strong experience with Windows 10

Key Competencies:
• Ability to identify and communicate operational issues and drive the resolution of issues in an effective

manner which also ensures high end user satisfaction
• Ability to handle complex problems and provide highly innovative and creative solutions that will achieve high quality business/technical outcomes
• Critical thinking and problem-solving skills with the ability to logically examine a problem and determine the root cause and course of action
• Highly self-motivated and directed, with keen attention to detail
• Ability to prioritize and execute tasks in a high-pressure environment
• Strong interpersonal skills and the ability to communicate information clearly and concisely with project leadership and stakeholders
• Ability to work collaboratively and effectively with internal and external stakeholders
• Ability and willingness to learn new technology, systems, and processes
• Highly reliable, able to persevere in difficult situations, overcome obstacles and work under time pressures

Scarborough Health Network (SHN) embraces and celebrates our community's unique multicultural heritage and diversity. SHN is an equal opportunity employer, dedicated to a culture of inclusiveness and diversity reflecting our diverse patients, staff and community alike. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs.