



## POSITION DESCRIPTION

<b>POSITION (TITLE):</b>	Information Systems Assistant	<b>DIVISION:</b>	Administrative Services
<b>REPORTS TO:</b>	Manager, Information Systems	<b>UNION AFFILIATION:</b>	Non-union
<b>REVIEWED: Direct Supervisor</b>	Manager, Information Systems	<b>DATE: (R) if revised</b>	August 8, 2012 (R) March 18, 2002 (R) April 30, 1997
<b>APPROVED: MOH/CEO, Director</b>	Chief Executive Officer	<b>DATE:</b>	March 18, 2002 (R) April 30, 1997
<b>AUDITED:</b>	Human Resources	<b>DATE:</b>	August 8, 2012
<b>ORIGINAL VERSION DATE:</b>	April 30, 1997	<b>REVISION DATES:</b>	August 8, 2012 March 18, 2002

### ***POSITION SUMMARY:***

Reporting to the Manager of Information Systems, the Information Systems Assistant assists with the maintenance of the Thunder Bay District Health Unit's information systems necessary to ensure the efficient and effective delivery of public health programs and services. This position may be required to work flexible hours as requested.

### ***DUTIES AND RESPONSIBILITIES:***

- Support the Manager of Information Systems in the set-up and configuration of hardware and software for individual work stations.
- To act as the first contact for staff experiencing difficulties with the information systems, and to assist in providing a solution to the problem.
- To assist in the training of all staff on a variety of information technologies including computer software/hardware and telecommunication systems including the development of instructional and training materials.
- To routinely administer and maintain a backup of programs and data for security and restoration purposes.
- To maintain an accurate and up-to-date inventory of software/hardware, as acquired, and provide appropriate reports, as requested.
- To assist in network operating system maintenance, as required.

- Keeps current in technological advancements.
- Ensures maintenance of Ministry of Health software used in the Thunder Bay District Health Unit.
- Performs all other related duties as requested.

***QUALIFICATIONS / REQUIREMENTS:***

- A diploma or degree in Computer Science or an equivalent program from a recognized college or university and two years experience.
- The ability to interpret technical concepts and provide support and training as required.
- Proficiency in the current hardware, software applications used by the Thunder Bay District Health Unit and the telecommunication systems.
- Good interpersonal, customer service and organizational skills.

***OCCUPATIONAL HEALTH AND SAFETY:***

- Follows all policies and procedures to ensure personal safety and safety of others.
- Reports any equipment or safety problems to supervisor.