# Information Technology Support Analyst
**Full-Time Regular Position (35 hours/week)**

**Parkdale Queen West Community Health Centre** (PQWCHC) is a dynamic, community-based health care organization that has historically served mid-west downtown Toronto and now provides outreach services across the entire city. Offering a broad range of services, including primary health care, dental care, harm reduction, health promotion, counselling, and community development programming, we are also committed to serving people who face barriers to health care, and we strive to reduce these barriers. PQWCHC is a multi-sited organization.

We are seeking a highly skilled and motivated Technical Support Analyst to join our IT team; you see this role as an opportunity to take the next step in your successful career while contributing to a vision of *Inclusive Communities. Responsive Healthcare. Healthier Lives.*

**General Responsibilities**:

As a Technical Support Analyst, you will have experience with Microsoft Active Directory (AD), Office 365 (M365), Cisco CCNA, FortiGate Firewall, Cloud antivirus solutions, CrowdStrike, Cisco Meraki, PowerApps/Power BI, and Azure Microsoft SQL. This position requires excellent troubleshooting skills, the ability to work effectively with a team or independently and a passion for supporting end-users in a dynamic environment.

You will have excellent communication skills being able to explain technical concepts to non-technical stakeholders. You also can approach problems methodically and find the best solutions. You will need to work well with cross-functional teams, including developers, project managers and end-users. Managing multiple projects or tasks while meeting deadlines is essential for this position. Understanding user needs and providing technical support in a way that is helpful and clear will build trust and positive relationships with users and clients.

**Qualifications:**
- Minimum of 3-5 years of proven experience in a technical support or IT support role.
- Strong knowledge and hands-on experience with **Microsoft Active Directory** (user management, group policies, permissions, Domain Migration).
- Proficiency in **Office 365** (Exchange, SharePoint, Teams, OneDrive, Security, Compliance).
- Experience with **CrowdStrike** or other endpoint security software.
- Experience with **Cisco Meraki** network equipment (firewalls, routers, switches, access points).
- Experience with **PowerApps** and **Power BI** development and troubleshooting.
- Experience with **Azure SQL** system administration and development
- Strong understanding of antivirus solutions and general endpoint protection strategies.
- Excellent problem-solving and troubleshooting skills.
- Good communication skills, both written and verbal, with the ability to explain technical concepts to non-technical users.
- Ability to work independently and in a team environment.
- Strong organizational skills and attention to detail.
- As a part of the operation team, work on sites is mandatory.

**Preferred Skills:**
- Certifications such as Microsoft Certified: MCSE, Azure Fundamentals, CompTIA Network+, Cisco Certified Network Associate (CCNA), or others.
- Experience with scripting languages (PowerShell, Python, etc.).
- Familiarity with other IT management tools and platforms.

**Compensation:** $65,683 to $79,473 per annum, plus Group Benefits and HOOPP (Health Care of Ontario Pension Plan). Opportunities for professional development and certifications.

If you are interested in joining in a creative and dedicated team to, we want to hear from you! Applicants, please send your resume and cover letter **in a single document** (MS Word or PDF format only). Please apply using the form at the bottom of the PQWCHC employment page: https://pqwchc.org/contact/employment/

**Job ID: 2025-002**

**Please also note that the successful candidate will be required to provide a police criminal records check as a condition of employment, however strong consideration is made to the type of offense. Employment is conditional upon having had a COVID-19 vaccination(s) (as per Health Ontario) 14 days before starting employment.**