

IT Support Coordinator

Alpha Labs is a diverse health care services company focused on delivering quality customer service and helping our clients deliver better patient care through our laboratory and diagnostic services.

Our highly collaborative team is seeking an IT Support Coordinator. This is a Full-Time position, regular days. If you're passionate about technology, enjoy solving technical challenges, and thrive in a dynamic environment, we encourage you to apply for the IT Coordinator role.

Responsibilities and Duties:

- Serve as the first point of contact for employees and customers seeking technical assistance, performing troubleshooting through diagnostic techniques and determining optimal solutions.
- Record and track technical issues, ensuring timely resolution, follow-up, and updates in the ticketing system.
- Escalate complex issues to the IT Support Manager or external support teams when necessary.
- Act as the backup for the IT Support Manager, handling escalations and ensuring smooth IT operations in their absence.
- Assist in managing IT incidents and coordinating resolutions with appropriate teams.
- Assist in the management of user accounts, email administration, equipment provisioning, and endpoint maintenance.
- Ensure proper access controls, including onboarding and offboarding of employees, in line with security policies.
- Monitor daily SFTP reports, account creations, account terminations, and access removals to ensure compliance while also reaching out to EMR vendors and clients to address and resolve any EMR issues
- Assist in the creation and execution of cybersecurity training and phishing awareness campaigns.
- Support IT security measures, including SOC 2 Type II compliance controls.
- Maintain antivirus software, monitor system security alerts, and escalate potential security breaches.
- Install, configure, and maintain IT systems, hardware, and network connections for new and existing locations.
- Support infrastructure maintenance, ensuring system stability and network reliability.
- Assist in monitoring and troubleshooting network connectivity issues.
- Assist in managing IT inventory and tracking equipment usage.
- Work with vendors and procurement teams to source hardware, software, and IT services as needed.
- Provide IT onboarding for new hires, ensuring they have the necessary tools and access.
- Train employees on basic troubleshooting and best practices to minimize IT support requests.
- Maintain and update IT documentation, troubleshooting guides, and IT policies.

Other Responsibilities:

- Assist with maintaining and ensuring all IT compliance-related documentation is up to date.
- Provide input on IT projects and initiatives as required.
- Perform other IT-related tasks as assigned.

Qualifications and key requirements:

- 1 -3 years' experience as an IT Help Desk Technician, preferably in Healthcare
- Technical and logical thought process
- Ability to prioritize and delegate information and tasks
- Strong communication skills and a customer-service mindset.
- Effectively manages time while working on multiple assignments
- Familiarity with cybersecurity practices and compliance frameworks (e.g., SOC 2 Type II) is an asset.
- BA/BSc in IT, Computer Science or relevant field is an asset
- Should have a valid driver's license, as the position requires travel to Alpha's patient service centers.

Ethical Conduct

Diversity, equity, inclusion and belonging are fundamental to Alpha Labs. We live this through the strength and richness of our diverse staff. Our core values include trust, respect, and compassion.

COVID-19

All employees are required to submit proof of the two-dose vaccine series against COVID-19 with a Health Canada approved vaccine as a condition of employment. All new hires must have received the full series at least 14 days prior to the hired employee's first date of employment.

Benefits:

- Company events
- Dental care
- Disability insurance
- Extended health care
- Life insurance
- On-site parking
- Paid time off
- RRSP match
- Vision care
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Work Location: 1262 Don Mills Road, North York, ON

At Alpha Laboratories Inc., we embrace diversity and inclusion for innovation and growth. We value the unique skills and experiences each individual brings to Alpha and are committed to creating and maintaining an inclusive and accessible environment for everyone. We also strive

to provide an accessible candidate experience for all prospective employees. Please let us know if you need any accommodations during the recruitment process.

Thank you for your application and interest in this opportunity. We sincerely appreciate the time you have taken to share your background and experience. We are currently reviewing applications and will move forward with candidates whose qualifications closely align with the requirements for the role. If you are selected for further consideration, a member of our team will be in touch with you directly. Due to the high volume of applications, we receive, we are unable to respond to each candidate individually. However, we will retain your resume on file and may reach out to you should a suitable opportunity arise in the future.

Please forward your cover letter and resume in one document to hr@alphalabs.com.