

Description	
Job Title	IT Generalist/ Support Analyst
Reports to Title	Manager IT
General Accountability	<p>Our mission is to Profoundly change the standard of care by creating a tomorrow where clinicians can confidently ablate tissue with precision; a tomorrow where patients have access to safe and effective treatment options, so they can quickly return to their daily lives. Changing the standard of care is part of our fabric. We are a group of energetic, problem-solvers focused on innovation, and looking to change the world. We are changing the paradigm for treating diseases such as prostate cancer by using real-time MR Imaging, thermal ultrasound and close-loop temperature feedback control, to gently ablate the diseased tissue with minimal side effects.</p> <p>If you share our values and want to work in a collaborative results focused culture and want to make a Profound impact in healthcare and your career, here is your chance.</p> <p>We seek a high energy IT Generalist/ Support Analyst to join our growing Canadian success story. The candidates should have initiative, demonstrate eagerness, have a track record of meeting deadlines and be a self starter. The candidate will provide daily setup and support of our staff and take part in the implementation, deployment, installation, maintenance, documentation, and optimization of IT infrastructure. The candidate must have strong aptitude for customer service. Experience with Windows and MAC operating systems. The candidate chosen for this position will be responsible for the day-to-day technical support, administration, and maintenance of end-user's desktop as level 1 and/or level 2 Help Desk support. The candidate will work closely with the other IT team members providing assistance as required. The successful candidate should be team focused. Profound's IT team prides itself on being non-hierarchal and therefore the successful candidate will from time to time be asked to step out of their comfort zone to advance the company's goals.</p>
Duties and Responsibilities	<ul style="list-style-type: none"> • Assist staff with installation, configuration and ongoing usability of desktops, laptops, peripheral equipment, and software complying with given standards and guidelines. • Participate in important technological department projects and perform problem diagnosis of network and desktop environment under IT Management direction. • Maintain and resolve issues on LAN/WAN/VPN, VoIP telephone, and other computing equipment. • Ensure desktop computers interconnect seamlessly with diverse systems. • Identify and repair hardware and network connectivity issues. • Assist in technical upgrading and maintaining of desktop systems. • Support in testing and deployment of new applications and systems

	<ul style="list-style-type: none"> • Maintain confidentiality in all aspects of client and staff information • Work closely with the rest of the IT team to troubleshoot issues • Work with other members of the IT team to implement management decisions
Competencies	
Education	University or College degree in Computer Science
Certifications	None

Key Attributes (experience, skills and technical knowledge)	<ul style="list-style-type: none"> • Minimum of 2 years of relevant work experience in Windows environment • Strong communication skills in English • An analytical thinker, ability to synthesize complex or diverse information, collect and research data, use intuition and experience to complement data, design work-flows and procedures • Ability to communicate effectively with all levels of staff: verbal, written, and listening • Proven ability to work within stringent time frames • Good organizational skills and detail-orientation • Must be punctual, reliable, and self reliant • Able to lift and maneuver heavy equipment as needed • Excellent interpersonal and relationship building skills • The ability to work in a team as well as independently • Strong problem solving and consulting skills • Excellent planning and organizing skills, especially prioritizing multiple projects/tasks and manage on-time / on-budget project management • Demonstrated personal drive and sense of urgency, meticulous attention to meeting timelines • Ability to work under pressure • Ability to demonstrate initiative, innovation, and teamwork • Ability to deal effectively, confidentially, and professionally in a rapidly changing business environment • Familiarity with CRM and ERP system development/customization and deployment would be an asset • Other duties as requested <p><u>Technical Knowledge Skills</u></p> <p>System Administration:</p> <ul style="list-style-type: none"> • Windows • Active Directory • MAC OS • Android OS • IOS • Customization of Agile PLM and Infor ERP/CRM <p>Desktop Support:</p> <ul style="list-style-type: none"> • 1st and 2nd level desktop support • Troubleshooting: advanced software and network-related issues <p><u>Desired Skills</u></p> <ul style="list-style-type: none"> • Ability to work independently and without supervision to achieve company goals • Project management related skills in the medical device manufacturing field • Knowledge of different territory data privacy requirements
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