



**Position Title:** IT Support Specialist  
**Position Status:** Full Time  
**Rate of Pay:** \$31.33 to 36.53 per hour  
**Posting No.:** 26-89  
**Posting Date:** May 13, 2026  
**Deadline:** Internals: May 20, 2026 at 4 pm Externals: May 29, 2026

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### About the Position

Norfolk General Hospital is seeking to recruit for a new full time IT Support Specialist position. Reporting to the IT Director, the IT Support Specialist assumes responsibility for assisting hospital system users, employing a blend of technical expertise and interpersonal skills. This role involves operating the help desk system, offering proficient and customer-centric service, predicting incident trends, and coordinating with various teams within the department. We are looking for motivated individuals who are able to problem solve independently as well as to collaborate and learn from team members where and when necessary. This highly organized candidate will demonstrate exceptional customer-service with a patient care focus.

### Duties and responsibilities

- Respond to inbound incident and service requests via phone, in-person, or email/messaging, and accurately document work using the IT Department ticketing system.
- Maintain comprehensive documentation and track workload to support daily IT operations.
- Diagnose and resolve issues with existing hardware and applications promptly and in accordance with patient care priorities.
- Communicate IT processes and solutions effectively to end users, including education on technology usage where to find user manuals.
- Provide level 1 and 2 desktop, account management, device, and application support both remotely and in-person.
- Work independently while remaining adaptable and collaborative within the team.
- Participate in after-hours on-call support rotation.
- Contribute to the internal knowledge base by documenting fixes, procedures, and how-to guides.
- Engage in ongoing tasks such as projects, change management, hardware and application deployments, and routine updates.
- Contribute to support team reports on known issues and trends, offering actionable suggestions for resolution at department meetings.
- Collaborate with third-party support as necessary.
- Foster a culture of teaching and learning to enhance organizational efficiency and skills development.
- Other duties/projects as required
  - Ability to travel between sites (approximately 30 km).
  - Capability to lift/move equipment up to 50lbs.
  - Valid driver's license and reliable transportation.

### Proficiency in:

- - Ticketing systems based on ITIL framework and customer service best practices.
- - Creating accounts and ensuring proper documentation completion.
- - Active Directory and Windows RSAT tools.
- - Microsoft Office365 user management and applications.

- - Asset management, inventory maintenance, and labeling.
- - PC imaging, deployment, and peripheral connection with emphasis on cable management.
- - Printer deployment services and general diagnostics and troubleshooting.
- - Remote Desktop and Remote Access tools.
- - Event Viewer and other logging tools for issue investigation.
- - VoIP and digital phone technology, including handset configurations and moves.

Understanding of:

- MDM deployment and endpoint management software.
- Android and iOS hardware and applications.
- Windows Server 2016, 2019, 2022.
- Citrix, RemoteApp, or other VDI applications.
- Network hardware infrastructure, concepts and cabling best practices.
- Cybersecurity fundamentals.

**Requirements:**

- - A 2-year College Diploma with Professional Certificate in an IT related discipline or equivalent.
- - CompTIA A+ certification or equivalent training.
- - 2 years of relevant IT support experience.
- - Reside within a 50 km radius of Simcoe, ON.
- - Healthcare IT experience strongly preferred.
- - Strong attention to detail and documentation skills.
- - Ability to multitask efficiently in a fast-paced environment.
- - Self-disciplined with flexibility in adapting to changes.
- - Positive attitude towards collaboration and change.
- - Willingness to work on-site in a hospital setting and adhere to confidentiality policies.
- - Availability for after-hours on-call rotation, including evenings, nights, and weekends.

**Hours of Work:** Monday to Friday, 8:00am-4:00pm – ability to accommodate flex shifts such as 7:00am-3:00pm and 12:00pm-8:00pm

**About Us**

Located in Simcoe, Ontario, Norfolk General Hospital provides exceptional healthcare to a municipality of approximately 69,000 people. Our area of focus provides a continuum of service throughout the life span of the people we serve including Emergency, Critical Care, Obstetrics, Medicine, Surgery, and Complex Continuing Care. Employing approximately 700 highly skilled and dedicated employees, Norfolk General Hospital continues to be a full service 120-bed hospital with round the clock on-call coverage of Specialists in Surgery, Anesthesia, Internal Medicine, and Obstetrics, as well as on-site 24 hour per day medical coverage.

Interested applicants must submit a current cover letter and resume to the Human Resources Department by e-mailing [nghr@ngh.on.ca](mailto:nghr@ngh.on.ca), referring to posting number.

In order to ensure equal opportunities during the recruitment and selection process, Norfolk General Hospital and Norfolk Hospital Nursing Home provides accommodations for applicants with disabilities, upon request.

Norfolk General Hospital and Norfolk Hospital Nursing Home thanks all applicants for their interest. Please note that only those applicants selected for an interview will be contacted.

NGH or NHH does not use AI to screen, assess or aide in the selection of our recruitment process.