



## JUNIOR SUPPORT ANALYST

This job posting is funded through the [Canada Summer Jobs program](#). Candidates must meet the following requirements of the program to apply: between 15 and 30 years of age (inclusive) at the start of employment; a Canadian Citizen, permanent resident, or person on whom refugee protection has been conferred under; and is legally entitled to work according to the relevant provincial / territorial legislation and regulations. International students are not eligible. Recent immigrants are eligible if they are Canadian Citizens or permanent residents.

### POSITION SUMMARY:

The Jr Support Analyst role assists the technology support team to deliver basic information technology (IT) break/fix services to our member hospitals and other customers. Duties include: PC repairs, application installs and troubleshooting, imaging/configuring/deploying new and repaired computers, first level printer troubleshooting and escalation, mobile device support, e-waste recycling and more. All incident tickets are accurately documented and managed to full resolution in TransForm's service management tool. Responding to requests is aligned with TransForm's service priority, where standards of exceptional customer service is a requirement.

### WHAT YOU'LL DO:

- Responds and manages service tickets, following the incident management process as defined in the tech support dashboards.
- Records, tracks and documents progress on incidents in the Transform service management tool (Cherwell) and ensures proper actions are taken through to final resolution.
- Ensures customers are aware of the state of the incident through effective communications using Cherwell.
- Performs PC repairs, application troubleshooting, and images/configures/deploys new and repaired computers.
- First level responder for any printer related issues before escalating to the printer management vendor.
- Some mobile device support (phones, tablets, portable devices) depending on work assignment
- E-waste recycling duties include: separating and documenting unwanted PC related parts and equipment as part of the evergreen (Greentec) program.
- Ensure all work areas meet housekeeping standards and are free from all safety hazards.
- Escalates un-resolvable issues to the Support Analyst team or designated Senior Support Analyst.
- Works cooperatively with other support analysts, senior support analysts, and the tech support manager to resolve escalations and manage priorities.
- Required to perform other duties as assigned by the Manager or Director of the IT department.

### MUST- HAVES:

**Company:** TransForm Shared Service Organization

**Location:** On-site in Windsor, ON

**Posting Period:** May 2, 2025 to May 9, 2025 closed at 4:00pm.

**Employment Type:** Temporary, Full-Time for 8 weeks, with the possibility of a temporary extension.

**Benefits:** Pension, Wellness Days, EAP and more. Visit our [website](#) for more details

**Scope:** External Only

**Conditions:** Candidates must meet the requirements of the Canada Summer Jobs program, current business reference checks, judicial matters police clearance, and immunization medical clearance



- In pursuit of Post-Secondary diploma or degree in Information Technology, Computer Science or related field.
- Excellent knowledge of Microsoft office programs: Outlook, Word, Excel.
- Customer service experience working with members of the public.

#### **WE VALUE:**

- Experience working in a healthcare or business environment, an asset.

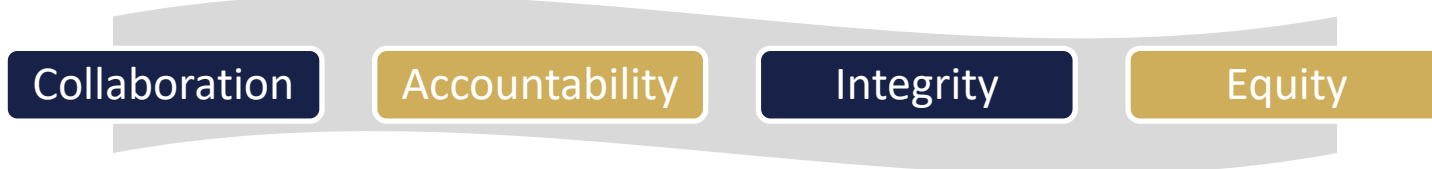
#### **OTHER CONDITIONS:**

- Minimal exposure to disagreeable conditions typical of an office position: exposed to stress and pressure associated with multiple priorities and deadlines
- Must be able to travel within the Southwestern Ontario area, when required
- Must be able to work evenings and weekends, when required

#### **ABOUT US:**

TransForm Shared Service Organization, a non-profit, unique, innovative, results-driven organization founded by hospitals in the Erie St. Clair region. Our services include: clinical and business system application support, integration and development, information system infrastructure, information privacy, security, IT break fix, project management as well as other back office support services. As a strategic solutions centre committed to exceptional service delivery, TransForm leads, innovates and supports health system transformation. If you are service oriented, dedicated to exceeding performance expectations and interested in reaching your full potential, TransForm is for you! We welcome and appreciate your interest in our organization. Want to know more about TransForm? Visit our [website](#)

#### **TEAM BEHAVIOURS:**



#### **HOW TO APPLY:**

- ✓ Please email a copy of your cover letter and resume to [HR@transformssso.ca](mailto:HR@transformssso.ca).
- ✓ Reference the job and where you found the job posting in the subject line of the email.

*TransForm is committed to employment equity and welcomes diversity in the workplace. TransForm encourages applications from all qualified individuals including women, members of racialized communities, indigenous persons, immigrants & refugees, persons with disabilities, and persons of any sexual orientation, gender identity or gender expression. Upon request, accommodations for disabilities will be provided to support participation in all aspects of the recruitment process.*

By applying to this position, you are confirming you possess a Canadian citizenship or a permanent resident status or work permit.

We thank all applicants for their interest. Only those selected for an interview will be contacted.

TransForm is currently not accepting applications or solicitation from recruitment agencies. Thank you for your cooperation.

#### **STAY CONNECTED TO US:**

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