



As a national, non-profit organization, the Royal College speaks for more than 50,000 medical and surgical specialists and resident affiliates. The mission of the Royal College is to serve patients, diverse populations and our Fellows by setting the standards in specialty medical education and lifelong learning, and by advancing professional practice and health care. The Royal College offers a stimulating and professional work environment.

Service Desk Virtual Meeting Support (Level 2)

Two (2) opportunities: (1) Permanent + (1) Temporary: 12 months

Reporting to the Team Lead: Service Desk, you will be responsible for responding to client requests and providing level 2 support in helping us to deliver our virtual meetings and events while interfacing with our medical stakeholder audiences for a seamless end user experience.

You will also work in a collaborative team to troubleshoot incidents, determine root causes, correct problems and prevent reoccurrence.

This position will require a flexible mix of on-site presence predominately at our Ottawa headquarters (HQ); with some flexibility for regular remote work dependent on our client and internal business needs.

The Opportunity

This is an exciting time as we continue to expand our footprint and enhance our service offerings both virtually and hybrid/on-site to our internal teams and external partners. The Royal College is utilizing online collaboration and meeting platforms such as M365 and Zoom to interface with external committees and stakeholders. We need your experience in these tools and technical support skills in these virtual meetings.

If you are motivated to deliver excellent client support, take good care of our IT assets and enjoy daily problem solving with a collaborative team, this role is for you!

Here's an insight into your typical day to day:

- Strong experience and comfort in providing virtual meeting support in user sign on, break-out rooms, mic/video troubleshooting
- Provides meeting room technical support, including setting up and troubleshooting integrated audio/visual equipment and laptops where required. Provides professional and courteous customer service to Fellows, external visitors and staff members.
- Provides day-to-day installation, configuration, and support of business systems, software, hardware, peripherals, networks, IP phones, mobile phones, Video Conferencing (Cisco WebEx, MS Teams, Zoom), audio visuals and other infrastructure components.
- Troubleshoots problems, determines root causes, resolves problems and takes actions to prevent reoccurrence.
- Responds to questions about functionality of existing business applications, systems and network infrastructures.
- Monitors application availability and licensing.
- Contributes to IT lifecycle management from asset procurement through disposal for both hardware and software.
- Ensures the efficient and effective delivery of Service Desk service levels according to the ITIL standards employed by the College.
- Researches and analyzes technical and hardware options and makes recommendations.
- Writes and maintains documentation such as hardware and software inventories, licensing agreements, configuration management and deployment procedures.

Does this sound like you?

- College diploma in Computer Science or a related field.
- 3-5 years of experience providing technical support, within an information technology environment
- Experience troubleshooting, diagnosing, and as well as repairing audio-visual (AV) equipment for future hybrid meetings.
- Knowledge of Microsoft 365 suite and its applications, features and user benefits.
- Knowledge of virtual meetings platforms such as Cisco Webex, Zoom and MS Teams
- Knowledge of Security such as Encryption and Multi factor authentication (MFA)
- Excellent interpersonal and communications skills (listening, verbal, and written). Ability to provide clear and succinct oral and written responses to inquiries, in a professional manner.
- Excellent customer service support attitude and mentality.
- Willingness to work flexible hours including some evenings and weekends when required to meet client and business needs.
- Comfortable with performing day to day work predominantly on-site at our Ottawa headquarters.
- Strong process and workflow knowledge and experience.
- Will be expected to acquire a broad and in-depth knowledge of IMTS and Royal College policies, procedures and standards.
- Must be a self-starter with strong initiative and is able to achieve goals and objectives.
- High motivation, dedication to detail and accuracy, an ability to observe deadlines, multitask and work independently or as a member of a team.
- Well-developed research, analytical and conceptual thinking and excellent judgment.
- Ability to manage efficiently and effectively in variations of volume of work.
- Completion of your Microsoft Certified Professional (MCP) certification, A+ certification and ITIL Foundation certification would be an asset.
- Bilingualism in English and French (verbal and written) will be considered an asset.

How to get noticed?

Please forward your résumé, covering letter and salary expectations by **May 2, 2021** to careers@royalcollege.ca To ensure the hiring committee reviews your application, quote posting *JD119-1025 last name, first name* in the email subject line.

We sincerely thank all applicants for their interest; however, we will only contact those under consideration. An eligibility list may be established for similar positions of various tenures. The list will be retained for a maximum period of 18 months.

We are dedicated as an organization to adhere to public health guidelines in support of our employees and their families. As such, we have recently extended our remote work arrangements for most of our teams. This assignment would permit remote work from Ontario or Quebec. Should public health restrictions be lifted, you will need to be on-site at our Ottawa HQ for client meetings as required. Flexibility is key in our new world.

Royal College is committed to the principles of equity, diversity, and inclusion in its learning, work environments and in its operations. We encourage applications from traditionally marginalized groups. We believe in and promote the rights of all persons with disabilities as outlined in the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA 2005) and its related Accessibility Standards Regulations. To meet this obligation, the Royal College will make appropriate accommodations available. As required, please inform People Services of the nature of any accommodation(s) that you may require to ensure your equal participation.

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Band 4

Starting salary ranges from (\$48,764 to \$55,832)