



Last Updated: April 2024

## Job Title

# Technical Support Specialist (Telemedicine)

## Impact Statement

The Technical Support Specialist assumes point of contact responsibilities for all Telemedicine Service Desk Requests. The Specialist ensures service and technical issues are resolved in a timely manner and plays a pivotal role in identifying areas of improvement through their analysis of Service Desk data. The Specialist will also be an important coordinator with other areas of Telemedicine as modifications to service operations occur. The Technical Support Specialist occupies a key position in fostering healthy relationships with stakeholders by applying functional and technical expertise, contributing to the department's development and growth.

By these contributions, the Technical Support Specialist will be critical to increasing the peak functionality for patient care. Facilitating sustainable and reliable support will enhance Telemedicine's service delivery across the globe. They will align their actions with the achievement of the Telemedicine goals of increased access, usage, and satisfaction to facilitate greater access to specialists and health care practitioners, improving patient care in MSF's projects globally.

## Key Responsibilities

- Provide consistent, timely responses to global TM users experiencing difficulties with process or technology
- Management and maintenance of the Service Desk Knowledge Base promoting user self sufficiency
- Analyze Service Desk data and recommend strategies for optimizations to Team Lead
- Maintain strong, collaborative relationships with all Service Desk stakeholders to effect rapid solutions and updates
- Participate in planning of releases, testing, and early life support for introduced changes into service environments

## Job-Specific Competencies

### Service Desk Technical Support

- Record, triage, and prioritize support inquiries as per prescribed models
- Manage life cycle of requests & issues to ensure completion within agreed upon times
- Provide general troubleshooting support as timely and consistently as possible, escalating when necessary
- Develop and maintain process standards of support which maximize availability and accessibility for all users
- Attain mastery of all Level 1 support inquiries and basic knowledge of Level 2 support inquiries
- Ensure all support is provided with sensitivity and respect for potentially heightened tensions in the relevant project

### **Data Analysis**

- Make recommendations based on the assessed data to leadership for implementation of potential solutions
- Manage the Service Desk Knowledge Base, inclusive of article creation (e.g. FAQs, internal SOPs), publishing, and general maintenance (e.g., versioning, retirement of articles)
- Analyze Service Desk usage for opportunities to reduce ticket volume and improve first response resolution rates
- Monitor for risks related to access and usage, and works with Regional Implementers to design and implement interventions

### **Relationship Management**

- Build and maintain rapport with key users on respective projects and with all Service Desk stakeholders, inclusive of end users, internal providers (e.g. SITS, Field ICT, Regional Implementers), and external providers (e.g. ITSM/ticketing tool vendor, TM service vendors)
- Promote the value of Telemedicine services by advocating for the entire spectrum of the portfolio
- Collaborate with Training & Learning Specialist regarding troubleshooting issues which could potentially be corrected with additional training
- Engage Regional Implementers in check ins to ensure functionality of TM Services by proactively navigating potential interventions and soliciting for Implementer feedback
- Provide backup support for Training and Learning Specialist to assist onboarding processes as necessary
- Work under guidance of Team Lead on Service Desk related projects and/or initiatives

### **Core Competencies**

- **A Commitment to MSF's Principles;** Acts towards the fulfilment of MSF's Social Mission, Proficiency Level 1
- **Cross-cultural Awareness;** Demonstrates an integrating attitude, Proficiency Level 3
- **Analytical Thinking;** Identifies basic relationships, Proficiency Level 2
- **Service Orientation;** Responds empathetically to clients and understands their concerns/needs, Proficiency Level 2
- **Teamwork and Cooperation;** Shares information and coordinates with team and/or others, Proficiency Level 2
- **Planning and Organizing;** Is proactive regarding planning and organizing their job area, Proficiency Level 2

### **Knowledge and Experience**

- Experience in technical support, IT services, or customer service
- Previous experience with SaaS vendors
- Intermediate knowledge in MS Office Suite tools
- Experience in and passion for continuous improvement

### **Education, Certifications, and Languages**

- Fluency in English
- Intermediate written French

### **Working Conditions**

- Work is generally carried out during the day, Monday to Friday (9:00 a.m. to 5:00 p.m. Eastern Time)
- Hybrid work model (40% in MSF Canada office and up to 60% work from home)
- Office environment is open concept and workspace is shared with colleagues

- Workstations consist of sit/stand desks, anti-fatigue floor mat, swivel chair, laptop with dock and double monitor

## Job Information

**Position Level:** Individual Contributor

**Department:** Telemedicine

**Position Status:** Contract – 12 months

**Activity Rate:** 100%, 37.5 hours per week

**Location:** Toronto or Montreal

**Salary Grade:** Level 13 on the MSF Canada Salary Grid, starting salary range \$64,251 - \$69,010 per year

**Status:** **Must be legally authorized to work in Canada;** MSF Canada is not in the position to support a work permit process for any country outside Canada.

**Benefits:** Health Spending Account, Lifestyle Spending Account, group insurance (Life, Dependent Life, AD&D), Peace of Mind plan (i.e. prescription drugs, accidental dental, hospital care, etc.), 5% RRSP contributions (no matching required), starting 4 weeks' vacation/year, flexible work hours, annual professional development budget, Employee and Family Assistance Program (EFAP), and a positive and innovative office culture grounded in our core values of humanity, integrity and results.

## Additional Information

MSF Canada is a people-focused humanitarian organization that is proud to offer a diverse, collaborative, and inclusive work environment. We strongly believe this approach enhances our work and we're committed to equity in employment. The organization seeks to attract and engage the best professionals to join and maintain meaningful, productive, and lasting work relationships. We embrace diverse motivations and backgrounds of people working together to exhibit their passion in action for the social mission of MSF.

MSF Canada acknowledges the existence of systemic racism and oppression and is committed to sustaining and strengthening its anti-racism and anti-oppression (AOAR) efforts. As MSF Canada continues to grow and strive to remove barriers in its offices in Canada and in MSF work environments abroad, we welcome applications from individuals with unique experiences of intersectional oppression on the basis of their social markers such as their ethno-racial identity, age, gender identity, education, socio-economic status or place of origin. We encourage Black, Indigenous, People of Colour, LGBTQIA2S+ people, individuals living with disabilities and any individual deserving equity to apply.

In line with MSF's December 2021 pledge to reduce our carbon emissions by 50% by 2030, compared to our 2019 baseline, we encourage everyone to embrace and embed sustainable and climate-friendly practices. Applying a climate and planetary health lens will help us improve our operational impact. Facing climate change and environmental degradation through our operational activities by focusing on mitigation and adaptation will decrease our dependency on fossil fuels, reduce our ecological footprint and help protect human health. Everyone, at all levels, with all skill sets is needed to address the global threat of climate change.