
IT Technical Analyst

Position Overview:

The candidate will record, prioritize, fulfill and communicate on IT requests and participate in the implementation of IT initiatives aligning with the company's infrastructure growth objectives in a full time fast-paced environment. In this capacity, the candidate will need to support the planning, optimization and management of growing demand for IT services and support in a rapidly expanding enterprise.

The candidate will be a highly collaborative, engaging and decisive. As the enterprise expands in other areas of the world, the candidate will need to be successful supplementing the department's management of remote requests while effectively communicating at multiple organizational levels.

General Responsibilities:

- Day to day management and administration of the company's Office365, Hybrid AD and internal infrastructure.
- SharePoint Online, Workflow/Power App applications design and implementation in collaboration with internal stakeholders.
- Strive to provide exemplary service to our internal personnel within the confines of department budget.
- The candidate is expected to strive for prompt internal IT support response turnaround time through the assignment of appropriate task priorities, effectively communicating those priorities and setting expectations among our staff for timelines for delivery.
- Contribute to the tracking of all internal IT requests relayed into internal IT.
- Identify and propose IT initiatives that improve the company's' ability to support its business objectives throughout the world, while being mindful of costs.
- Assist in the development, enhancement, documenting, communication and adherence to any company IT policies and procedures.
- Provide guidance and training to internal personnel to elevate their understanding (on an as-needed basis) of IT related technologies.

Required Skills/Experience:

- Outstanding listening, comprehension skills; clear, concise and grammatically correct oral and written communication skills.
- Outstanding leadership, collaboration and interpersonal skills; professional presence and behavior with the ability to handle diverse situations.
- Ability to interact effectively with all levels of the organization.
- Exhibit a detail-oriented approach to day to day work and have excellent follow through skills.
- Well-developed skills in and/or understanding of several of the following:
 - Office365 and the Microsoft 365 platform with a focus on Sharepoint, PowerApps, Workflows, etc.
 - Windows Desktop and Server operating systems and software
 - Apple desktop and mobile operating systems and software
 - Cloud services; Amazon Web Services (AWS)
 - Scripting
 - Networking & Protocols (TCP/IP, UDP, HTTP/HTTPS, SSL/TLS, SSH)
 - Switching gear, routers, firewalls, endpoints, access points
 - Antivirus & security products
 - Virtualization (VMware ESXi, Citrix)
 - IT security best practices

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- Active Directory / Lightweight Directory Access Protocol (LDAP)
 - Linux operating systems
 - Backup services

Beneficial Skills/Experience:

- At least 5 years of experience in the realm of IT services delivery.
- The ability / willingness to keep abreast of emerging IT technologies in understanding how they can fit into the organization to continually optimize the company's expenses towards technological infrastructure.
- Skills in and/or understanding of any of the following technologies would be considered beneficial:
 - Cloud technologies; Azure, Google Cloud.
 - Ansible, Puppet or similar configuration management tools
 - Load Balancing
 - Docker
 - DevOps
 - Virtualization products such as Parallels
 - Surround / Test Track (Helix ALM)
 - Salesforce
 - Sage Accounting

Educational Requirements:

- A technical diploma in computer systems technology or equivalent (Comp Sci degree, etc) and /or commensurate years of applicable experience in the field of IT.

About Circle Cardiovascular Imaging Inc.

Circle Cardiovascular Imaging Inc. develops world class, advanced reading and reporting solutions for cardiac imaging. Circle is a prominent company for the global cardiac imaging community bringing together an experienced and qualified team of over 150 people.

Circle's imaging platform, **cvi42**, is the best-in-class cardiovascular imaging reading and reporting solution for cardiac MR, cardiac CT, cardiac Interventional Planning and Electrophysiology. Annually, millions of cardiac exams - in over 1,000 hospitals and in more than 50 countries - are interpreted using **cvi42**, giving physicians the tools to accurately quantify and diagnose complex cardiovascular diseases whilst improving patient outcomes and the effective utilization of healthcare resources. Currently at version 5.11, **cvi42** fully embeds AI into one easy to use platform demonstrating capabilities within the same range as expert human readers.

How to apply:

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status. While we thank all those who apply, however please note that we will only be contacting those selected for an interview. No phone calls or unsolicited agency referrals please

Please send your resume with cover letter to the attention of Human Resources at the following address:

Email: hr@circlecvi.com

Fax: +1 403 338 1895

Mail: **Circle Cardiovascular Imaging Inc.**

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Canada