JOB POSTING

Service Desk Agent

Date Posted	March 4, 2026
Location	Ontario. Working mainly remote with some in-person meetings
Status	Permanent – Full-Time
Vacancy	Newly created position (1 vacancy)
Compensation	Competitive salary $36.37/hr -$46.06/hr (OCIN-10) , industry-leading defined benefit pension plan through HOOPP and comprehensive benefits

About OCINet:

The Ontario Clinical Imaging Network (OCINet) is an independent, not-for-profit corporation and a delivery partner of Ontario Health. OCINet enables the secure storage and retrieval of imaging exams, supports hospitals and integrated community health services centres, and connects radiologists, referring physicians, and specialists with their patients' clinical images province-wide.

For more information about OCINet, please visit: www.ocinet.ca

Opportunity:

OCINet is recruiting for a Service Desk Agent to join our expanding Service Desk function. As a Service Desk Agent, you will be the first point of contact for users seeking technical assistance and support, playing a key role in ensuring day-to-day technology issues are resolved quickly and professionally. This position is part of an initiative to grow and strengthen our help desk function, helping to build a more scalable, responsive, and user-focused support service.

In this role, you'll respond to support requests across multiple channels, troubleshoot a wide range of IT issues, and provide clear, user-friendly guidance to people with varying levels of technical experience. You'll work closely with other IT team members to escalate and track more complex issues, contribute to documentation and knowledge-sharing, and support the ongoing development of help desk processes.

Responsibilities:

- Serve as the primary point of contact between users and IT, managing incidents, service requests, and inquiries through approved channels
- Log, categorize, prioritize, and resolve incidents and service requests in line with defined processes and service level agreements (SLAs)

- Diagnose and resolve common hardware, software, access, and connectivity issues; escalate appropriately when resolution is not possible at first contact
- Support and participate in Problem Management, Incident Management, and Change Management activities
- Provide clear, professional communication, keeping users informed of progress and managing expectations throughout the lifecycle of each ticket
- Create, maintain, and use knowledge base articles and standard operating procedures to support consistent and efficient service delivery
- Coordinate with second- and third-level support teams, vendors, and stakeholders to ensure timely resolution of complex issues
- Follow IT service management (ITSM) frameworks, security policies, and operational procedures to ensure consistent, auditable service delivery
- Identify trends, recurring issues, and opportunities for improvement, contributing to the ongoing maturity of the service desk function

Required Qualifications:

- College diploma or undergraduate degree in Computer Science, IT, or related field (or equivalent experience);
- Knowledge of Medical Imaging an asset;
- Experience in hospitals or healthcare an asset;
- Understanding of ITIL concepts & practices; ITIL certification an asset;
- Minimum 5 years' experience in server support, database management and IT network analysis;
- Strong knowledge of systems administration of Windows, Solaris, and Linux servers as well as Active Directory and Entra ID;
- Understanding of TCP/IP networking and firewalls – including knowledge of LANs, WANs, and remote access;
- Knowledge of Digital Imaging and medical information technology concepts and standards an asset (DICOM, HL7, IHE);
- Experience troubleshooting IT problems in a multi-vendor environment;
- Strong customer and client relations management skills;
- Ability to provide on-call support and attend occasional in-person meetings in Ontario.

OCINet is an equal opportunity employer, dedicated to a culture of inclusiveness and diversity reflecting our diverse patients, staff and community alike. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs.

Please note, OCINet does not currently leverage AI recruitment tools.

Apply for this opportunity by submitting your cover letter and resume to employment@ocinet.ca and stating the job title in the subject heading.