
Information Technology (IT) Technical Analyst

Position Overview:

Reporting directly to the Lead, IT Services is an internal facing role with concentration on assisting in the internal support of the company's worldwide IT infrastructure and facilitating the company's evolving business objectives. In this position, the IT Technical Analyst will work closely with the Lead, IT Services and department management to prioritize, plan and address day to day internal IT requests in support of the company's IT policies.

General Responsibilities:

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.

The following duties are not intended to serve as a comprehensive list of all duties performed by all employees in this classification. Shown are duties intended to provide a representative summary of the major duties and responsibilities. You may not be required to perform all duties listed and may be required to perform additional, position-specific duties as required.

- 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 technology(ies).

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.
- Skills in and/or understanding of several of the following:
 - 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
- Active Directory / Lightweight Directory Access Protocol (LDAP)
- Linux operating systems
- Backup services

Preferred Skills/Experience:

- At least 3 years' 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 degree in computer science, computer engineering, software engineering or technical diploma in computer systems technology and /or commensurate years of applicable experience in the field of IT.



About Circle Cardiovascular Imaging Inc.

Circle Cardiovascular Imaging Inc. is a Calgary-based software development company that develops and sells cardiac post-processing software that allows for the evaluation and analysis of MR and CT images. Available for clinical and research use, the stand-alone software provides full DICOM and PACS connectivity.

Circle operates worldwide and its products (cvi42, cmr42, ct42, and report42) have been approved for the Canadian, American, Australian, and European markets. Circle's goal is to contribute to quality in cardiovascular imaging and research, while maximizing the achievable benefit for patients by enabling healthcare providers to accurately and effectively analyze cardiovascular images.

How to apply:

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. Only applicants who are authorized to work and are residing within Canada will be considered for this position.

Please note: This is a Calgary-based role. No relocation will be provided for the position.

Please send your resume with cover letter to the attention of Human Resources at the following address or apply on our website:

Email: hr@circlecvi.com

Fax: +1 403 338 1895

Mail: **Circle Cardiovascular Imaging Inc.**

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Canada