



Computer Technician, IT
(Posted: August 23, 2023 – September 8, 2023)

Job ID #: 2023-Admin-10

Position: **Computer Technician, IT Department**

ISSofBC Office – Surrey

Temporary full-time position at 35 hours per week starting as soon as possible till March 31, 2024.

At ISSofBC we believe in:

- ❖ Working with **purpose**
- ❖ We aspire to **improve**
- ❖ We cultivate **belonging**
- ❖ We are **genuine**

Why choose us!

Join ISSofBC, one of the largest and first newcomer and refugee agencies in Canada. As well as being a values-driven organization, we pride ourselves on diversity, inclusion, innovation, and transparency. You can make lifelong friends and connections when you join our family. What's more, we also have multiple locations and offer flexible working and shorter working weeks than most organizations.

Summary

The primary responsible is to provide technical support for all computer systems and office equipment including activities such as hardware/software installation, network trouble-shooting, and operating checks/adjustments. Provides Tier 1 support monitors IT support ticketing system. Reporting to the Manager, IT (Information Technology) or Chief Information Officer.

How You'll Make a Difference

- Installs and maintains computer hardware, software, and other technological equipment or peripheral devices. Ensure compliance to limitations on software sharing/use rules and ensures the software used is appropriately licensed.
- Provides Microsoft windows desktop support and troubleshooting.
- Ensures office equipment and computers are in good working order by performing operating system updates, security updates to maintain privacy and protection from attacks.
- Monitors and performs troubleshooting of operating problems of office equipment, desktops, laptops, tablets, cell phones and related hardware/software, as well as the corporate computer network, telecommunication, and email systems. Advises Manager of breakdowns and/or major repairs needed. Keep records of repairs and fixes for future reference
- Conducts administration of core applications (i.e. PayWorks, SharePoint).
- Builds training content and deliver training to staff on core applications, as required.
- Responds to request for technical support from internal users at Surrey office, following established policies and procedures and teach users how to utilize computer equipment correctly.
- Maintains inventory, warranty and service history records of office fixed assets and other than real properties.
- Performs other related duties as assigned.

IMMIGRANT SERVICES SOCIETY OF BRITISH COLUMBIA

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What You Bring

Completion of post-secondary diploma in Computer Technology from a school recognized by the employer supplemented by a minimum of three (3) years recent experience in the installation, servicing and maintenance of office information technology equipment and operating systems and applications, OR an equivalent combination of education, training and experience acceptable to the employer. Professionally recognized certifications such as A+, Network +, Security, Microsoft, Cisco would be an asset.

What Makes You a Change Maker

- Ability to communicate effectively in both written and oral English.
- Ability to work independently and in a team environment.
- Demonstrated ability to deal effectively and courteously with clientele, staff and the public who may come from different cultural and linguistic backgrounds.
- Proficiency in common office software packages, O365, SharePoint, Adobe, MS Teams and Zoom.
- Possess a great problem-solving ability to fix issues, strong analytical skill, and attention to detail.
- Demonstrated ability to prioritize, organize and complete tasks with minimal supervision.
Service-oriented with a demonstrated willingness to help achieve the department and the organization achieve desired objectives and targets.
- Ability to set and maintain boundaries with clients and manage self-care.
- Demonstrated ability to remain current regarding general information about office equipment and hardware/software currently used by the organization.
- Possession of and the ability to maintain a clear provincial criminal record check.
- Ability to carry out the duties of the position.

ISSofBC Value Proposition

- Hiring Salary Range: \$22.82 – \$25.70 per hour. *Dependent on education, training, experience, and internal equity.
Wage grids are reviewed annually.
Extended health and dental benefits.
- Employer RRSP contribution at 3% with no required employee contribution; Optional employee RRSP contribution at 1-5% with employer contribution up to 5%.
- Paid vacation, sick and personal leave granted based on eligibility.
- Employee and Family Assistance Program (EFAP).
- Values-based organization with collaborative peers with a wide range of backgrounds and talents.
- Inclusive culture and innovative workplace with opportunity for new approaches.

ISSofBC's mission and values emphasize inclusivity and recognition of individuals' unique talents. In recruiting and developing our staff, we see strength in diversity of backgrounds, lived experiences, and identities. We welcome and encourage applicants who bring new perspectives and experiences to our team.

If you are passionate about making a difference, apply now!

Applications must include "2023-Admin-10" in the subject line and can be sent to: jobs@issbc.org.

For Internal Applicants – existing employees and volunteers, please indicate "INTERNAL <job ID number>" in the subject line.

Applicants must be eligible to work in Canada. We thank all applicants; however, only those shortlisted will be contacted for an interview. **Closing Date: By 4 pm, Friday, September 8, 2023**