IT Support – Campbell River and Vancouver Island North

North Island Employment is currently accepting applications for a part-time (24 hours/week) Information Technology Support position based in our Campbell River office but providing support across the organization. This is an excellent opportunity to work with an award winning organization!

Who we are…

Connecting people with work since 1986. With over 30 years in business, North Island Employment is a cornerstone in communities building extensive partnerships with businesses, other organizations, communities and individuals in Campbell River and across Vancouver Island North. These partnerships are integral to our ability to assist people to build self-sufficiency through active and sustainable participation in the labour market and assist employers to hire the right people, with the right skills at the right time contributing to a strong, resilient and healthy community.

As an award winning organization, North Island Employment is a respected leader in workforce development and has been the recipient of numerous nominations and awards that include Business of the Year (26-49 employees) and Diversity Leadership at the Campbell River Chamber of Commerce Business Awards of Excellence along with provincial recognition as Career Development Organization of the Year by the BC Career Development Association and Employment Organization of the Year by the Association of Service Providers for Employability and Career Training.

Our culture is one of personal and professional excellence, mutual respect, collaboration and commitment to people and community. In addition competitive wages, extended health and dental, health and sick days, RSP matching, and 3 weeks' vacation to start, are part of the total compensation package for eligible staff.

Why Campbell River…

Voted one of the Best Cities for Work in B.C. by BC Business magazine in 2018 and surrounded by majestic mountains and spectacular views of Discovery Passage, Campbell River offers a rare combination of a welcoming small town feel with large city amenities. From summer markets and events in Spirit Square to a very active arts and culture community to year-round world class recreational opportunities and truly affordable housing options, the Campbell River lifestyle is unparalleled.

The community is served by a brand new hospital, ferry terminal to the Discovery Islands, Campbell River Airport (YBL) with daily flights to Vancouver in 35 minutes, municipal broadband infrastructure, a School District with innovative programs, and North Island College that boasts over 70 programs in seven areas of study.

Check out all the great things Campbell River has to offer by visiting:
http://www.campbellriver.ca/discover-campbell-river or https://www.campbellriver.travel/

Who you are…

As a professional you pride yourself on the following attributes:

- You genuinely enjoy working with a diverse range of people and pride yourself on providing exceptional customer service.
- You are the first person your friends and family call when they are having computer issues and you are always happy to help.
- You are organized and have the ability to consistently manage your time.
- You love to learn new technologies, programs, and policies.
- You are a systems thinker who is always looking for better and/or user friendly ways of doing things.
- You know where, when, and what hardware and software needs to be updated on any given day.
- Your sense of humor and ability to put people at ease through your patient approach to IT troubleshooting and problem solving make people want to work with you.

The Role…

The IT Support position reports to the Regional Manager, Community & Labour Market Services and is the 'go-to' for day to day support to users who are experiencing challenges with their computers, printers, signature pads, scanners, facilitation screens, projectors, mobile devices and all things technological in nature. The IT Support position also works closely with the external service providers we use to manage our off-site servers and remote desktops; website; and Internet connectivity providers. Finally, this position is responsible for maintaining and tracking the organization's computer related hardware and equipment and implementing an upgrading plan.

Key Duties and Responsibilities:

- With the attitude, *'There are no silly questions, I'm here to help'* this position provides orientation and guidance to users on how to operate new and existing software and computer equipment.
- Work with Facilitators to ensure workshop rooms have the tools needed to facilitate group based workshops and troubleshoot when tools are not working.
- Work in conjunction with the service providers who host our servers and remote desktop to ensure the required privacy software and settings (as outlined by our Funders) are also updated and maintained on the local desktops and laptops used for Outreach and community events.
- Organize and schedule upgrades, maintenance, and licence renewals for all hardware and software required by the organization.
- Maintain an organizational inventory of all computer related hardware with the aim of implementing a rotating upgrade plan that can be incorporated into annual budget preparation.
- Troubleshoot connectivity issues with external service providers.
- Flexible working hours as some tasks may need to be completed after business hours.
- Other duties as required.

Required Competencies and Skills:

- High degree of resourcefulness, flexibility, adaptability and patience in your approach to your work.
- Superior time management skills, multitasking skills and the ability to identify priority items with minimal supervision.
- Not only do you jump at the chance to troubleshoot a problem you take the initiative to proactively identify potential issues and recommend solutions before they become a problem.
- Excellent written and verbal communication skills aimed at connecting will a diverse range of people with varying levels of technical skills.
- Exceptional customer service skills with an ability to interact in a friendly and professional manner with a diverse range of people.

Qualifications – Knowledge, Education and Experience

- A recent certificate or diploma in computer technology or related area.
- One year recent experience within the Information Technology industry in a support or Help Desk capacity.
- Demonstrated competence with Microsoft systems (Office/Remote Desktop, Microsoft Access, Exchange, Windows, Active Directory).
- Demonstrated knowledge of internet security and data privacy principles.
- Experience with installing and configuring computer hardware (i.e. laptops, towers, printers, mobile devices, signature pads) and ensuring consistency with set up across staff workstations and client workstations.
- Knowledge of web development and Drupal considered an asset.
- A criminal record check will be required and employment will be contingent on the result of this check being such that security clearance to work in the Integrated Case Management System can be approved.

How to apply…

Please submit a resume and cover letter detailing how you meet the requirements of this position and why you want to join the award winning team at North Island Employment!

Completed applications will be accepting on an ongoing basis until the position is filled.

Please address all applications to:

North Island Employment
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