THE TEAM: Information Technology

The Information Technology (IT) Department provides IT-related strategy, applications, infrastructure, and support services to the Doctors of BC. The Information Technology Department is responsible for the maintenance and smooth operation of all services namely Software, Networks, Voice, Computers, Audio/Video, Access Control and datacenter facilities both inside and outside the Doctors of BC Offices.

The Information Technology team provides both hardware and software support as well as operational training and guidance to over 225 Doctors of BC team members working around the province. Team members have access to a variety of tools such as email, web applications, unified communications tools and resources to enhance their work experience.

THE JOB: IT Support Assistant

Reporting to the Director of IT, the IT Support Assistant is responsible for providing entry-level IT support to the Information Technology team. This role requires someone who has outstanding attention to detail, and delivers a high level of customer service to both internal team members and employees across the organization. The IT Support Assistant will provide administrative assistance for various responsibilities such as; such as processing invoices, liaising with external vendors, tracking information and assisting the Director and the team. The role will also entails reviewing and assigning service requests to team members along with providing Tier-1 technical support to the organization. This role will oversee the IT equipment sign-out, asset inventory, maintenance and ordering as well as some purchasing and meeting coordination.

WHAT SUCCESS LOOKS LIKE

- Provide administrative support to the Director and the Information Technology team
- Manage hardware and software asset inventory, procurement and vendor relationships
- Processing payments for invoices and renewals of various Information Technology services
- Provide technical assistance to staff regarding applications, network, email and product related issues
- Ensure hardware and software contracts are maintained with vendors and initiating calls for emergency maintenance as necessary
- Identify problems, determine solution and maintain contact with users during the resolution process
• Ensure problems are responded to quickly and effectively
• Reviewing more complex problems with the team to ensure appropriate measures are taken
• Document and maintain technical knowledgebase as required
• Analyzing and understanding why problems occur and generating creative and practical solutions
• Sharing knowledge and providing training to other employees on products and technical procedures.
• Responsible for ensuring the smooth operation and day-to-day maintenance of Doctors of BC hardware and software
• Repairing and replacing hardware as required and installing and configuring new hardware (network, printer and server hardware)

WHAT YOU BRING

• Some College or technical training in computer sciences, or a related discipline, coupled with 1-2 years’ experience in a customer service role. Experience working in a Service Desk environment is an asset.
• Excellent customer service skills, telephone and oral communication, and interpersonal skills.
• Strong organizational, analytical and problem solving ability.
• Technical knowledge of current Windows, MS Office applications and Active Directory environment
• Ability to perform multiple tasks, schedule priorities and meet deadlines, working independently and as part of the wider team.
• Superior interpersonal, oral communication and relationship management skills
• Adept at balancing major concurrent tasks and projects, and working with both office and field staff in a coordinated manner
• Proven ability to respond to a wide variety of issues and deal with unclear situations and conflicting demands, and to seek leadership direction and support with priority setting when needed

To learn more and submit an application please visit our careers page at www.doctorsofbc.ca/careers

The deadline for applications is September 7, 2018 however, the role will continue to stay open until a successful candidate has been hired.