

JOB POSTING

Job Title: IT Support Technician

Program: IT

Hours: 40.0 hours/week

Schedule: Mondays to Fridays, 0830 – 1700

Status: Full-time

Hourly Rate: CA\$23.00-CA\$27.00
per hour

Posting #: 25-001-IT

Closing Date: January 09, 2026

The Elizabeth Fry Society of Greater Vancouver (EFry) is a charitable organization that supports women, girls, and children at risk, involved in or affected by the justice system. Our programs work to break the cycle of poverty, addiction, mental illness, homelessness, and crime.

We are recruiting for a Full-Time, IT Support Technician. Located in New Westminister, BC. The IT Support Technician's role is to provide a service for end users to receive support and maintenance within the organization's end-user computing environment. This includes installing, diagnosing, repairing, maintaining, and upgrading end-user devices, equipment, and applications to ensure optimal workstation performance. The person will also troubleshoot problem areas (in person, by remote tools, by telephone, or via chat) in a timely and accurate fashion and provide end-user assistance where required. Additionally, the role includes basic support for servers and cloud-based systems, such as Active Directory, Azure/Entra ID, and the VoIP phones system.

KEY RESPONSIBILITIES:

Strategy & Planning

- Assist in developing long-term strategies and capacity planning for meeting future end-user device needs.
- Able to support a variety of devices at our primary office and remote locations.

Acquisition & Deployment

- Conduct research on end-user devices and applications in support of standardization and procurement efforts. Evaluate and recommend products for purchase.
- Write technical specifications for purchase of end-user devices and related products.

Operational Management

- Perform onsite analysis, diagnosis, and resolution of computer problems for end users, and recommend and implement corrective solutions.
- Accurately document instances of equipment failure, repair installation and removal, as well as moves and changes.
- Record and manage equipment sent to repair depots for equipment under warranty or service contracts.

- Install, configure, test, maintain, monitor, and troubleshoot end-user workstations and related hardware and software to deliver required desktide service levels.
- Assess the need for and implement performance upgrades to end-user devices based on technical specifications.
- Collaborate with IT Manager to ensure efficient operation of the company's end-user computing environment.
- Where required, administer and resolve issues with associated end-user workstation networking products.
- Receive and respond to incoming calls, service desk tickets, email, or chat regarding equipment incidents.
- Performs moves, adds, and changes (MAC) requests as they are submitted.
- Ensure that physical desktide connections are in proper working order.
- Assist in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring end-user device operations.
- Maintain the inventory of all monitors, keyboards, hard drives, network cards, and other components and equipment as needed.
- If necessary, liaise with third-party support and equipment vendors.
- Assist with basic server administration, including managing domain controllers, file servers, and Active Directory
- Support basic cloud-based administration for Azure AD / Entra ID, including user account management and access permissions.
- Support for the VoIP phone systems.

QUALIFICATIONS:

- College diploma or university degree in the field of Information Technology and/or 2-year equivalent work experience.
- Certifications in Microsoft Office Products & M365, networks or end-user applications would be an advantage.

Knowledge & Experience:

- Good technical knowledge of hardware, network and PC operating systems.
- Good technical knowledge of PC internal components.
- Good knowledge of M365 and other desktop applications.
- Basic understanding of server environments, including domain controllers, file servers, and Active Directory administration.
- Basic knowledge of cloud-based identity and management systems such as Azure, AD / Entra ID.
- Hands-on hardware troubleshooting experience.
- Good equipment experience with desktop hardware & software, mobile devices, VoIP phone systems, end-user applications and other information technology.
- Working technical knowledge of current protocols, operating systems, and standards.
- Ability to operate tools, components, and peripheral accessories.
- Able to read and understand technical manuals, procedural documentation, and OEM guides.

Personal Attributes

- Ability to conduct research into PC issues and products as required.
- Effective interpersonal skills and relationship-building skills.
- Strong written and oral communication skills.
- Ability to present ideas in user-friendly language.
- Understanding of the organization's goals and objectives.

- Analytical and problem-solving abilities, with keen attention to detail.
- Self-motivated and directed, with the ability to effectively prioritize and execute tasks in a high-pressure environment.
- Experience working in a team-oriented, collaborative environment.
- Strong customer-service orientation.
- Driver's license in good standing.

Work Conditions

- On-call availability for critical situations.
- Sitting for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, hand and power tools, and to handle other computer components.
- Lifting and transporting heavy to moderately heavy objects, such as computers and peripherals.

MANDATORY JOB REQUIREMENTS:

- Evidence of a Tuberculosis Test and compliance with the TB Control Program.
- Doctor's Note of fitness required.
- Satisfactory Criminal Record Review (Vulnerable Sector Search).

EFry is committed to creating an inclusive and equitable environment where all those participating in the organization are valued for their differences. We encourage and welcome applications from all qualified individuals, including applicants from all cultures and backgrounds, racialized communities, indigenous communities, diverse sexual and gender identities, various religious backgrounds, women, and those with disabilities. We are committed to a selection process and work environment that is inclusive and barrier free. We encourage applicants to self-identify if they wish to do so.

Interested candidates must submit a cover letter and resume to hiring@efry.com with the subject line **ITS 25-001 no later than January 09, 2026.**

We thank all applicants for their interest in this opportunity; however, only those selected for an interview will be contacted.