

JOB POSTING

Job Title:	Computer Technical Support Specialist	Status:	Full Time, Temporary
Program:	Admin	Hourly Rate:	\$23.38
Location:	New Westminster	Posting #:	23-086
Hours:	Varied shifts based on operational needs	Closing Date:	May 26, 2023

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 a casual, Computer Technical Support Specialist to join our IT Support team. Reporting to the IT Manager, the CCTS provides computer technical support services to staff and client users. The CCTS ensures that the organization's computer workstations are maintained in proper operating condition and configurations.

KEY RESPONSIBILITIES:

- Provides training and user support to staff and clients in the use of computer software and hardware programs by performing duties such as diagnosing and resolving problems, demonstrating, and explaining program functions and providing suggestions on work methods.
- Ensures that computer workstations are in proper operating condition by performing duties such as re-installing and un-installing computer software programs, removing unnecessary files and folders, and re-configuring hardware and software.
- Investigates computer hardware problems reported by users; applies routine corrective measures such as restoring default hardware configurations and re-connecting system components such as external hard drives, printers, and communication hubs.
- Performs routine computer software maintenance tasks such as installing software and patches, updating anti-virus programs and scanning computers for viruses.
- Conducts data backup and/or restoration as required in accordance with established procedures.
- Monitors the LAN, network connections and other network services such as email and internet to ensure that they are operational.
- Reports any major computer software and hardware problems to the supervisor and recommends repairs.
- Maintains an inventory of computer hardware and software.
- Maintains related records as required.
- Performs other related duties as required.

QUALIFICATIONS:

- A diploma in a field related to information technology or computer science.
- Two (2) years recent related experience.
- Or an equivalent combination of education, training, and experience.

MANDATORY JOB REQUIREMENTS:

- Evidence of COVID-19 vaccination status.
- Doctor's Note of fitness required.
- Satisfactory Criminal Record Review (Vulnerable Sector Search).
- Valid driver's license (Class 5) with satisfactory driving record and a vehicle, an asset.

EFry is an equal opportunity employer and is committed to building a diverse workforce and strongly encourages applicants that represent those we serve. We welcome applicants with non-traditional educational backgrounds and field experience.

Interested candidates must submit a cover letter and resume to hr@efry.com by no later than May 26, 2023, with the subject line CTSS 23-086.

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