



Internal/External Job Posting

Technical Support Analyst

Information Technology

BC Lower Mainland

POSITION: Technical Support Analyst

DEPARTMENT: Information Technology

OF POSITIONS AVAILABLE: 4 full-time positions (2 indefinite, 2 temporary term)

WHY YOU SHOULD APPLY TO WORK AT MOSAIC:

At [MOSAIC](#), we take pride in providing a supportive, diverse, and inclusive workplace where employees can trust that their ideas and contributions are valued. MOSAIC is proud to be a certified Living Wage Employer. We have been recognized in the [2019 List of Best Workplaces™ in Canada](#) (100-999 employees), the [2020 list of Best Workplaces Managed by Women](#) and [2021 List of Best Workplaces™ in Canada](#) (100-999 employees) by the Great Place to Work® Institute. We are one of Canada's largest settlement organizations with over 45 years of experience engaging close to 400 staff and over 500 volunteers. Our employees benefit from incorporating many diverse perspectives and taking part in a variety of training opportunities. Come join a vibrant organization that makes a difference in people's lives!

THE POSITION:

The Technical Support Analyst is the first line of support to MOSAIC users providing support to resolve issues. The Technical Support Analyst oversees the daily performance of computer systems to ensure all systems are operable, secure, and accessible by only authorized users.

AREAS OF RESPONSIBILITY INCLUDE:

- Act as the first line of support to MOSAIC users, providing support to efficiently and tactfully resolving user issues
- Assist in documenting and testing processes including producing user instructions
- Provision, deploy, maintain, and troubleshoot infrastructure, hardware, and software
- Help identify weaknesses and improve cybersecurity within MOSAIC, including maintenance of software and systems to secure and protect the organization, as well as the removal and management of cyber threats
- Work with IT Team to deliver projects, as approved by the IT Manager
- Maintain and test data backup and collect and report related statistics
- Set-up, monitor, and maintain user IDs and access rights
- Capture, monitor, and review logs and compile reports

QUALIFICATIONS:

- Completion of post-secondary IT certificate and/or comparable IT experience
- Knowledgeable in current versions of Microsoft Windows operating systems and computer hardware and software; standard office equipment; use of Windows, MS Office suite, E-mail,

Internet browsing, Teams, etc.; some knowledge of how to repair printers and other computer-related equipment; some knowledge on virtualization technology and cloud computing; familiar with MAC OS

- Troubleshooting skills in networks, hardware, software
- Able to install software and configure computers
- English communication skills, with other languages an asset
- Organized and able to set priorities, meet deadlines, and work under pressure
- Able to work independently and with a team
- Culturally sensitive, tactful, discrete, diplomatic, patient, flexible
- Customer service experience and/or comparable training
- Current, satisfactory Criminal Record Check will be required
- Must have a valid BC driver's license (N or full)
- Working in a multicultural environment and/or non-profit experience an asset
- Keyboarding speed of 30-45 wpm an asset

HOURS: 35 hrs per week, with requirement to work non-standard and/or flexible shift/hours, evenings, and weekends as assigned

TERM: 2 indefinite full-time positions

2 temporary positions through the Canada Summer Jobs Program – ending September 3, 2022

- **Additional requirements for Canada Summer Jobs Program:** Candidate must be between 15 and 30 years of age (inclusive) at the start of employment and be a Canadian Citizen, permanent resident, or person on whom refugee protection has been conferred under the Immigration and Refugee Protection Act.

STARTING PAY: Commensurate with experience

A competitive benefits package is provided with contracts of at least 1 year in length and which offer a minimum of 17.5 hours of work per week.

RESUMES TO: Please submit a cover letter and resume in PDF/Word format via email to IT Hiring Team at ops@mosaicbc.org

Please use: "Your Name – Technical Support Analyst" in the subject line

No telephone calls please

DEADLINE: May 23 at 5 pm (and/or Until position is filled)

NOTES: Only those selected for an interview will be contacted. Before applying, you must be legally permitted to work in Canada through citizenship or permanent resident status. If you have a work permit, please ensure that it allows you to work for the duration of this position.

POSTING DATE: May 4, 2022



MOSAIC is committed to promoting equal employment opportunities for all members of the community