

Formerly Abbotsford Community Services

JOB POSTING #2023-113-01

INTERNAL/EXTERNAL

Information Technology

IT Helpdesk Analyst

Wage: \$21.00 per hour

Full Time: 35 hours per week, Monday to Friday, 8:30 AM to 4:30 PM

Permanent

Provide IT Support for Archway Programs

Join the team at Archway

Come Help Us Help People

Location: Abbotsford

On Site

Job Summary:

Reporting to the IT Supervisor, this position will provide IT support to Archway programs at various locations in Abbotsford, Mission, Langley including Recycling and the Food Bank. The incumbent provides support to the IT Supervisor and the IT team in planning, organizing, scheduling, and managing IT projects and executing IT ticket services across the agency.

Your Role:

Archway's IT Helpdesk Analyst with the Information Technology Program contributes by:

- Providing IT Help Desk support such as workstation setup, troubleshooting a variety of devices, preparing old devices for recycling, resetting passwords, and basic file recovery.
- Receiving and prioritizing service requests from staff, using an IT ticket priority system.
- Setting up user accounts for new hire as well as managing end of employment requests.
- Setting up and troubleshooting, mobile devices, wireless devices, printers, and other peripherals.
- Working collaboratively with the IT Team to complete projects and achieve objectives, asking the IT Supervisor for guidance where needed, and working together to troubleshoot issues.
- Preparing old computers for recycling – making data unrecoverable and disposing of hard drives.
- Solving end user problems in an efficient and timely manner, increasing end user efficiency whenever possible.

This position is a great fit for someone who has a solid knowledge and ability to resolve end user problems, provides timely and effective IT support services, has great customer service skills, and can work well independently as well as part of a team.

Our Offer

- Wage: \$21.00 per hour
- A permanent, full-time position at 35 hours per week, availability Mondays to Fridays, from 8:30 AM to 4:30 PM.
- Some evening and weekend work might be required.
- Benefits include:
 - Three weeks vacation in your first year; four weeks in your second year.
 - A great benefits plan including extended health and dental; you choose your plan.
 - Employee and Family Assistance Program that includes online access to wellness resources.
 - A pension plan; Archway meets your contribution.
 - Great in-house training opportunities.
 - Rewarding work in a positive environment.

Getting an Interview – you will be considered if you have:

- A recognized diploma in Computer Information Systems or a related field, or an equivalent combination of education, training, and experience.
- Experience supporting Microsoft technologies such as cloud services, troubleshooting of workstations, mobile devices, wireless devices, printers, and other peripherals.
- Experience with Remote Control Software such as LogMein and Remote Desktop Connection.
- Experience troubleshooting and supporting mobile devices.

The Job Requires you to have:

- Availability for after-hours work and special projects requirements.
- A valid driver's license, satisfactory driving record, and access to a reliable personal vehicle.
- Ability to work in confined conditions and perform activities that require a moderate amount of physical exertion for a short time.
- Knowledge of network principles and operations, and ability to resolve end user problems.
- Knowledge of IT principles, concepts, and methods; systems testing and evaluation principles, methods, and tools; IT security principles and methods; Internet technologies; and/or emerging information technologies.
- Knowledge of Microsoft Exchange, Microsoft 365 and cloud apps.
- Knowledge of networking concepts including TCP/IP, OSI model, routing, switching, VLANs, subnetting, super subnetting and other networking concepts.
- Knowledge of cloud platforms including as Azure and Amazon Web Services (AWS)
- Knowledge of network design, Ethernet, fiber cabling, VOIP standards, and industry best practices.
- Knowledge of PC hardware, operating system installation, configuration, and troubleshooting techniques.
- Strong conceptual and planning skills to analyze projects of broad and diverse scope.
- Effective skill at tracking project progress.
- Strong analytical and problem-solving skills.

- Must possess strong interpersonal, and communication skills and can work with minimal supervision in a team environment.
- Excellent verbal communication and active listening skills; able to communicate clearly with non-technical users with various levels of technical knowledge including external organizations, people of various backgrounds, and colleagues.
- Well-developed customer service skills.
- Able to modify one's own behavior to accommodate tasks, situations, and individuals involved.
- A satisfactory Criminal Records Check is a condition of employment.

Closing date is January 15, 2024.

TO APPLY

Interested applicants are to reference **Posting #2023-113-01 in the subject line.**

Please submit your cover letter and resume to:

Email: jobpostings@archway.ca

Subject: Job Posting #2023-113-01

No phone calls please. Only short-listed applicants will be contacted.

Must be legally entitled to work in Canada.

Your resume may also be forwarded to other Programs for their consideration for their job vacancies. If you do not wish for your application to be shared with other Programs, please send an e-mail to jobpostings@archway.ca with DO NOT FORWARD TO OTHER PROGRAMS, in the subject line of the e-mail and the job reference number to which you applied, in the body of the e-mail.

Archway's goal is to be a diverse workforce that is representative, at all job levels, of the people we serve. Equity and diversity are essential to excellence. An open and diverse community fosters the inclusion of voices that have been underrepresented or discouraged. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including Indigenous identity, race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression, or age.

We invest in the mental health and wellbeing of our employees.