

Job Posting

☐ Internal

☒ External/Internal

Job Title:

Computer Technical Support Specialist

Posting No:

JH 430

Job Location: Campbell River, Courtenay

Note: This position includes a comprehensive 100% employer-paid benefit package, enrolment in our defined benefit pension, the Municipal Pension Plan, and three weeks of paid vacation.

Duties and Qualifications: See job description at the end of this document.

Salary Rate: \$25.05 (Step 1) - \$28.75 (Step 4), JJEP Grid 10, Step 1*

Schedule: To be determined with manager.

Hours per week: 35

Closing date: November 9, 2023, at 4:30 pm. If the position is not filled by this date, it will remain open until filled.

Apply to (cover letter, resume, and 3 references):

Human Resources

Email:

employment@jhsni.bc.ca

Fax:

250-286-3650

Mail:

140 10th Avenue, Campbell River BC, V9W 4E3

This position is open to applicants of all genders.

This position requires proof of COVID-19 vaccination.

This position requires union membership and the completion of two criminal record checks.

The John Howard Society of North Island is an employment equity employer.

*All JJEP/Paraprofessional positions are subject to wage grid levels. Positions begin at Step 1 and are increased to Steps 2 through 4 based on number of hours worked.

Job Description

Job Title: Computer Technical Support Specialist
Work Site: Campbell River, Courtenay
JJEP Benchmark: Computer Technical Support Specialist
Grid Level: 10 JJEP grid
Reports To: Director of Finance or Worksite Program Manager
Prepared Date: October 19, 2023
Approved By: Executive Director
Approved Date:
Revised & Approved by Executive Director:
Reviewed:

Summary

Provides computer technical support services to staff and client users. Ensures that the organization's computer workstations are maintained in proper operating condition and configurations.

Key Duties and Responsibilities:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Other related duties may be assigned.

- 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 systems 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 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

The requirements listed below are representative of the knowledge, skills, and/or ability required.

Education and/or Experience

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

Other Skills & Abilities

The Computer Technical Support Specialist must:

- Demonstrate a level of cultural sensitivity and understanding of the client population's cultural and socio-economic characteristics.
- Have a positive conviction about the capacity of people to grow and change.
- Have the ability to work respectfully in partnership with other team members.

Other Job Requirements

- Two completed, acceptable criminal record checks, one from the Criminal Records Review and one from the RCMP.
- The Computer Technical Support Specialist will follow the Code of Ethics and the Mission Statement of The John Howard Society of North Island.
- At times the Computer Technical Support Specialist may be required to see confidential, sensitive, graphic information. They may be required to deal with emotionally charged people either in the office space or on the telephone.

Diversity

The John Howard Society of North Island welcomes applications from all qualified applicants including but not limited by those of any sex, race, orientation, or disability. Multilingual skills and multicultural competence are assets.