



**BC NURSES'
UNION**

Standing up for health care

JOB POSTING

To Work at the BC Nurses' Union Office

Job Title: IT Support Technician
Temporary Full-Time

Posting #: MOVEUP-015-18

Bargaining Unit: MoveUP

Category: 6 (\$34/hour)

Position Overview

This position is responsible for the ongoing maintenance and security of the centralized and multi-station network system of the BCNU offices.

Key Responsibilities

Troubleshoots problems related to computer hardware, software and network infrastructure.

- Use initiative to predict, prevent and troubleshoot issues related to technology systems.

Provide ongoing support and maintenance of all computer systems

- Configure and install software and hardware systems for over 400 users including staff, Council, and regional users.
- Assist with design, implementation, training and ongoing support for all software systems (incl. MS Office and LOB applications).
- Perform ongoing maintenance of essential system infrastructure, including backups, antivirus, and network security.
- Works as part of the technology team to provide support for a variety of technology systems, including but not limited to: email, phones, mobile access, document management and membership database.
- Communication with management on technology issues; ensuring systems perform as expected.
- Maintain up-to-date knowledge of new software and applications, assessing computing needs and researching technologies to meet them.

Work with users to assess their computing needs and assist by researching technologies to meet those needs

- Research hardware & software solutions as required.
- Write simple user manuals and instruction sheets.
- Prepare and deliver technology training courses for staff and elected officers if required.

- Explore integration offerings to maximize interoperability between diverse systems, including API, database and reporting capabilities.
- May be assigned work from other departments as required.

Performs other related duties as required.

Required Knowledge, Skills, and Abilities

The successful applicant must have:

- Advanced knowledge of computer operations, encompassing hardware and software.
- Intermediate knowledge of web and mobile technologies, including but not limited to HTML, CSS, and Javascript.
- Strong software skills using Microsoft Windows and the Office suite.
- Experience with cloud solutions, including Office 365. Experience with Zoom and Box is an asset.
- Ability to exercise independent judgment while still working in a team-oriented, collaborative environment.
- Ability to communicate effectively both verbally and in writing.
- Ability to organize, manage time, and prioritize in a high pressure environment.
- Good analytical and problem-solving abilities.
- Keen attention to detail.
- Strong customer service orientation.

Education, Training, and Experience

Completion of Grade 12, with a certificate or higher from a recognized institution in Computer Systems, with ongoing upgrading and training, plus three years of work related experience in an IT role.

Or, an equivalent combination of training and experience.

Required Competencies

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|-------------------------------|--------------------------------|
| • Functional/Technical Skills | • Perseverance |
| • Teamwork | • Time Management |
| • Patience | • Action Oriented |
| • Problem Solving | • Intellectual Horsepower |
| • Dealing with Ambiguity | • Listening |
| • Composure | • Self Knowledge & Development |
| • Learning on the Fly | • Technical Learning |

How to Apply

Please submit a cover letter and resume to:

Mail to: Human Resources
BC Nurses' Union
4060 Regent Street
Burnaby, BC V5C 6P5

Fax: (604) 433-7945 or 1-888-284-2222
Email: hr@bcnu.org

We thank all applicants for their interest, but only those shortlisted for the position will be contacted.

C: Victoria & Kelowna offices, sent via fax
MoveUP, sent via email