



## Job Posting #E035-99

### IT Technician - Full Time Temporary (until incumbent returns), New Westminster

Salary: \$24.41 per hour

Lookout Housing and Health Society is a charitable organization and social safety net that provides housing and a range of support services to adults with low or no income, who have few, if any, housing or support options. As the people we serve have challenges meeting basic needs and goals, we place minimal barriers between them and our services. We believe that helping people help themselves is essential in addressing homelessness and all the issues that surround it. Securing appropriate housing is the first and most essential step in achieving responsible and independent individuals. For more information about Lookout, please visit [www.lookoutsociety.ca](http://www.lookoutsociety.ca)

**Position Summary:** Reporting to the Director of IT, the IT Technician provides information technology system support across Lookout Housing and Health Society locations. The IT Technician will respond to requests for IT support and problem-solve, troubleshoot, diagnose, and resolve computer and network problems. This position provides technical support both onsite, remotely, and via phone.

The schedule for this position is an average Monday through Friday 40-hour work week with an occasional requirement to work additional hours in order to meet deadlines. **Use of own vehicle is required for travel between sites.** This position is based in New Westminster.

**Benefits include:** dental and extended health benefits; employer-matched pension plan; employee assistance program; life insurance; paid sick time and personal/special leave; mileage reimbursement; and more. The position accrues 3-weeks vacation annually, with vacation entitlement increasing with continuous years of service.

#### Job Duties (In Brief):

- Serve as the first point of contact for internal users seeking technical assistance over the phone or email. Monitor and prioritize incoming IT service requests through ticketing software
- Provide technical assistance which may include, but is not limited to: computer support, server maintenance, software installation, network support, VPN maintenance and data recovery
- Maintain and install software, including antivirus software, windows updates and other applications and configurations
- Set up user accounts, permissions and passwords
- Monitor and manage IT hardware assets and inventory
- Document an accurate record of work performed, including special work around or exceptional circumstances
- Identify improvements in procedures and services and assists in their implementation
- Participate in the development of end user training documentation
- Responsible for complying with and contributing to all aspects of health and safety program

#### Qualifications & Requirements

- Proficient knowledge and experience of server management including: Microsoft Server Operating Systems, Domain Controller, MS Active Directory, and MS SQL Server
- Experience managing security permissions for restricted access
- Experience maintaining remote desktop and VPN connections
- Excellent experience maintaining firewall systems
- Excellent organizational skills and ability to handle unique situations, and multiple assignments with conflicting priorities



- Willingness to be creative and innovative in order to improve processes and find efficiencies
- Effective verbal and written communication skills, and an approach that focuses on the end user
- Criminal Record Clearance — Vulnerable Sector, as per Lookout’s policy and procedures
- **Must hold a valid driver's license, have access to insured vehicle, and be willing to travel within Metro Vancouver to Lookout’s locations**
- **Must have two doses of COVID-19 Vaccine**

**Technical & Educational Requirements:**

- Hands-on experience with networking, routing and switching and knowledge of VMWare and Hyper-V
- Advanced knowledge in infrastructure technologies including (but not limited to): Windows Server; Windows Azure/Cloud Services; Microsoft Office365 admin centre; SharePoint; Active Directory; and Firewall technologies
- A post-secondary diploma or degree in IT, computer science, or related field
- Microsoft certification MCP or MCSE is considered a strong asset

**TO APPLY:** Submit cover letter and resume, and quote **Job Posting #** in subject line to

[Troy.Sears@lookoutsociety.ca](mailto:Troy.Sears@lookoutsociety.ca)

**CLOSING DATE:** Applications will be accepted until **July 11, 2024 at 5:00pm**

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