

**Job Posting #E038-20**

**IT Help Desk Technician/ Administrator - Full Time New Westminster**

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 Administration, the IT Help Desk Technician assists to Lookout Housing and Health Society's employees by resolving their technical issues.

The IT Help Desk Technician is the first point of contact for all internal users across 40+ sites within the Lower Mainland and Fraser Valley seeking technical assistance. Key duties and responsibilities include taking initial telephone or e-mail inquiries, troubleshoot through diagnostics techniques, and identify trends in issue reporting and devising preventive solutions. Additionally, the IT Help Desk Technician will identify improvements in procedures/services and will assist in the implementation process.

**JOB DUTIES (In Brief):**

- Serve as the first point of contact for internal users seeking technical assistance over the phone or email.
- Perform remote troubleshooting through diagnostic techniques and pertinent questions.
- Travel to sites to resolve IT issues at hand.
- Determine the best solution based on the issue and details provided by customers.
- Record all pertinent information and troubleshooting steps within the tickets.
- Maintains an accurate record of work performed, including special work around or exceptional circumstances.
- Direct unresolved issues to the next level of support personnel.
- Identify improvements in procedures and services and assists in their implementation.
- Participate in the development of End User training documentation.

**Qualifications & Requirements:**

- Technical Diploma in Computer Science or related field.
- Hands-on experience with networking, routing and switching, knowledge of VMWare and Hyper-V
- Strong understanding of computer systems, mobile devices, and other tech products.
- Tech-savvy with working knowledge of Microsoft based products such as Windows 10, Office 365, desktop troubleshooting, and anti-virus protection.
- Working knowledge of computer systems, peripherals, and communication hardware
- Ability to diagnose and resolve basic technical issues.
- Understanding of industry standard safety practices and procedures for electrical/electronic equipment and hazardous material exposure.
- Effective verbal and written communication skills
- Demonstrate ability to troubleshoot IT issues in a timely manner
- Previous experience as a help desk technician or other customer support role.
- Ability to multi-task, prioritize and problem solve.
- Must hold a class 5 driver's license.
- Ability to work independently as well as in a team environment Criminal Record Clearance – Vulnerable Sector

**TO APPLY:** Submit cover letter and resume, and quote **Job Posting #** in subject line to:  
[Lynn.Seabrook@lookoutsociety.ca](mailto:Lynn.Seabrook@lookoutsociety.ca)

**CLOSING DATE:** Applications will be accepted until **November 17, 2020 at 5:00pm**

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