



Date: March 7, 2023

Competition: #23-22A

APPLICATIONS ARE INVITED FOR THE FOLLOWING FULL-TIME REGULAR POSITION

Position: Client Support Analyst

Division: Technology Services

Reporting To: Manager, Client Services, Technology Services

Summary:

This position plays a lead role in the Service Desk function, provides IT support to the organization via the Service Desk, and also administers and manages the phone and voicemail system. This requires developing and applying practices and procedures related to ensuring a consistent quality to the services provided by the Service Desk. This position will identify and recommend training and changes to procedures and processes.

Primary Responsibilities:

Service Desk

- Analyzes and interprets call-tracking system statistics identifying trends/sources warranting further investigation
- Identifies gaps related to user software and application training requirements, content of courses, and documentation
- Monitors inventory tracking system data and registers/catalogues PC software licenses
- Ensures agents follow defined processes and procedures for the Service Desk
- Advises Divisional staff and organization on Service Desk procedures and processes
- Provides centralized first level client support for all hardware/software problems including assessing, troubleshooting, and resolving problems and if necessary, escalating problems to appropriate internal/external support staff.
- Receives, answers, schedules, and follows up on help service desk calls; logs all incoming problems/inquiries and follows up on outstanding calls.
- Writes and manages content for the division's online knowledge base including training materials, procedures, how-to's and videos.
- Provides face-to-face training to end-users
- Provides MS Teams support including telephony as well as One Drive support.
- Provides video conferencing support including OWL devices.

Administration

- Ensures invoices are assigned to the appropriate resource for payment.
- Maintains Division's record of leave information.
- Produces Purchase Order Documents.
- Processes timesheets and invoices.
- Files records.

- Updates documentation of software and hardware purchases.
- Analyzes and processes JIBC monthly cellular exception report.
- Other related duties as required in support of the Technology Services division.

End User Technical Support

- Provides 1st and 2nd level technical support in-person, over the phone and via email to staff, faculty, and students by installing, configuring, troubleshooting, and maintaining hardware and software for client workstations, laptops, printers.
- Assists users in the implementation, training, and operation of PC based applications, utilities, and network services.
- Arranges repair of PC's, printers or other hardware using outside vendors as required.
- Documents procedures and instructions in operations of various computer hardware and software, as necessary.

Telecom Administration

- Provides operational support of the organizations phone and voice mail system.
- Coordinates new installations and repairs with vendors.
- Provides active Directory administration.

Qualifications & Requirements:

- Diploma in information technology and computer support from a recognized college;
- Microsoft Office User Specialist Certification;
- Three year's related experience at a help desk;
- Thorough knowledge of Windows operating systems, Windows networking, computer hardware and experience using helpdesk ticketing systems required;
- Must be a self-directed team player, with strong analytical and oral and written communication skills.
- Proven ability to develop and maintain effective working relationships with customers is important.
- Physical ability to lift boxes and equipment (up to 30 lbs.) is required.

OR

- An acceptable equivalent combination of education, training, and experience.

Note: Short-listed candidates will undergo a technical test.

We offer a total compensation package that includes Extended Health and Dental Benefits, and enrollment in the Municipal Pension Plan after six months. In addition, we offer 15 vacation days annually (pro-rated in first year), as well as generous other leave entitlements.

Salary Range: \$1952.40 to \$2217.89 bi-weekly (BCGEU Position – Grid 16)

Posting Date: March 7, 2023

Closing Date: Open Until Filled

Please submit a resume/CV, cover letter and copies of academic credentials, quoting Competition #23-22A via email to hr@jibc.ca.

Please feel free to contact Simon Chau (schau@jibc.ca) or People & Culture (hr@jibc.ca) for more information about this position.

Justice Institute of British Columbia is an equal opportunity employer and is interested in broadening the diversity of its staff. We encourage applications from visible minorities, Indigenous peoples and persons with disabilities.

Justice Institute of British Columbia believes in creating accessible programming, workplaces and spaces that reflect the community we serve. Our desire is to continue to build an inclusive culture that encourages, supports, and celebrates the diverse voices of our employees and students and where everyone feels empowered to share their experiences and ideas.

We encourage applications from members of groups that have been marginalized on any grounds named under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or a person of Indigenous ancestry.



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