

VGH & UBC Hospital Foundation is Vancouver Coastal Health's primary philanthropic partner, raising funds for specialized adult health services and research for all British Columbians. We partner with donors to drive innovation and sustainable health care at VGH & UBC Hospital, GF Strong Rehab Centre, Vancouver Coastal Health Research Institute and Vancouver Community Health Services. Further information about the Foundation is available at www.vghfoundation.ca.

The Finance and Information Systems department is responsible for continuous improvements in the use of information systems and sound data management practices to enhance relations with the community of supporters of VGH, UBC Hospital and GF Strong Rehabilitation Centre, and all the patients of B.C. – past, present and future – represented by the VGH & UBC Hospital Foundation.

Position Summary

In consultation with the Sr. Vice President for Finance and Information Systems, and through regular collaboration with other Foundation staff, the incumbent provides support in these primary areas:

- **Application Support and Training** – Trains staff on best practices and how to be more productive with modern web services/tools and desktop software as part of the Foundation's "Best of Cloud" Information Systems Strategy. Training is delivered through formal training sessions, preparing related materials, trouble-shooting and answering questions.
- **Technical Backup for the Foundation's Online Presence** – Acts as technical backup for the Foundation's web site and the online giving and engagement applications.
- **Hardware Support** – Deploys new hardware rollouts and supports existing hardware on Windows, OSX and iOS platforms as part of the Foundation's mobile device strategy.

Roles and Responsibilities

Application Support and Training

- Develops and creates training materials, a communications plan and other vehicles to train Foundation staff in best practices for cloud and desktop applications.
- Delivers frequent group and individual training to staff.
- In conjunction with the Sr. Vice President for Finance and Information Systems:
 - Assists in sourcing, pricing and evaluation of new software applications and upgrades that will enhance the productive capabilities of the Foundation.
 - Ensures that appropriate security protocols and processes are in place for systems used by the Foundation.
 - Acts as the primary contact with external software vendors for resolution of technical issues or problems.
 - Maintains and develops reporting on support metrics, using the Foundation's ticketing system to inform and plan support and training activities.
- Oversees and manages team accounts for cloud based technologies, such as Dropbox, Microsoft Office 365, Adobe Creative Cloud, Mailchimp, Luminare Online, Slack, Zapier, Survey Monkey and Smartsheet and other online services utilized by the Foundation.

Technical Backup for the Foundation's Online Presence

- Assists the Web Developer and Designer with the Foundation's online presence which includes:
 - Online giving, peer to peer fundraising applications and memorials and tributes
 - Email marketing applications
 - The Foundation's WordPress web site
 - The Foundation's use of social media platforms
 - Reporting using Google Analytics and other analysis tools the Foundation uses to manage its online presence

Hardware Support

- Manage and support Microsoft Windows Laptops, Macbooks and iPads on any incidents through to resolution and is the Foundation's subject matter expert on the use of these devices.
- Monitor security profiles and anti-virus software on devices and take appropriate action in the event of non-compliance with security requirements.
- Liaise with 3rd party vendors for hardware and software purchasing.
- Develops and maintains Virtual Machine (VM) images to be run under VMWare Fusion.
- Supports other devices such as Digital Cameras and some Audio Visual equipment and systems

Performs other related duties as assigned. Such duties do not normally change the level of the job.

Qualifications and Experience

- University degree or technical diploma, ideally in information systems or equivalent work experience.
- 2-4 years of experience in a help desk/IT support role.
- Employs a comprehensive knowledge of Apple and Windows operating systems, including disk imaging, profile management, security and networking.
- Solid understanding and fundamentals in programming techniques and languages such as HTML5, CSS, Javascript, PHP, SQL Server, relational database concepts and the desire and ability to learn new technical skills as architectures change.
- Working knowledge of a content management system such as WordPress, including integration of themes and plugins.
- Excellent understanding of modern web technologies, services and the cloud.
- Strong troubleshooting skills and proactive in identifying the root cause of issues and developing solutions
- Highly developed critical and logical thinking; ability to work with, and manipulate, data and to synthesize information and create systems and reports that are effective and easily interpreted and understood by Foundation staff.
- Good presentation and training skills with an ability to explain technical and related concepts to non-technical staff.
- Strong attention to detail and accuracy.
- Thrives in a highly competitive industry and a fast paced work environment.
- Strong desire for continuous learning and improvement in technical skills.

This is a regular, full-time position (37.5 hrs/week) with competitive salary and benefits. Start date: Immediate.

TO APPLY

If you possess the qualifications and experience indicated, please email your resume and cover letter, with "Information Systems Support and Training Specialist" in the subject line, by **November 17, 2017** to:

Corina Somerville
VGH & UBC Hospital Foundation
190-855 West 12th Avenue
Vancouver, BC V5Z 1M9

(email: hr@vghfoundation.ca)