Technical Support & Training Officer
12 Months, Full-time
VGH & UBC Hospital Foundation

Who are we?

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 Information Systems Department supports the mission of the Foundation by ensuring all employees have access to, training and support in their use of modern technology. It 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. The Foundation has recently migrated the Foundation's CRM system from Raiser's Edge to Salesforce. At the same time, our 80 employees continue to use a variety of modern cloud applications.

What's the opportunity?

Reporting to the Manager, Technical Implementation and Application Support, the Technical Support & Training Officer provides training and technical support to staff (currently 80) across the Foundation in two primary areas:

- applications, including deployment of new software, training on how to use it, and guidance on best practice and how to be more productive with cloud services/tools/platforms and desktop software; and
- hardware, including deployment of new hardware, support of existing hardware on Windows, OSX and iOS platforms, and training of staff on how to use hardware.

We're using Windows laptops, MacBook's and iPads, Salesforce, Dropbox, Microsoft Office 365, Adobe Creative Cloud, Classy, Slack, Zapier, Survey Monkey, Zoom, PandaDoc, Smartsheet, Tableau, Workplace by Facebook.

What do you bring?

- Ability to draw upon extensive technical knowledge to diagnose and resolve employee technical issues
- Good presentation and training skills with an ability to explain technical and related concepts to non-technical staff
- Experience planning and developing training sessions and materials
- Proactive in identifying the root cause of issues and developing solutions – a troubleshooter!
- 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 employees
- Strong attention to detail and accuracy

- Strong desire for continuous learning and improvement in technical skills, as architectures change
- Proven ability to prioritize effectively and meet deadlines in a fast-paced environment with multiple, competing deadlines, and time and resource constraints
- Knowledge of the concepts, theory and principles of information systems
- Experience in a help desk/IT support role or similar
- Comprehensive knowledge of Apple and Windows operating systems, Active Directory, including disk imaging, profile management, security and networking
- Strong knowledge of Microsoft Office products from a technical rather than a user perspective
- Understanding of individual learning styles and differing levels of technical ability, and how those inform the planning and delivery of training and support
- Excellent understanding of modern web and cloud technologies and services
- Post-secondary diploma/degree, ideally in information systems, or an equivalent combination of education and experience

What do we offer?

This is a full-time 12-month contract, with the possibility of extension. The successful candidate can expect a competitive starting salary between $59,579 and $68,091, depending on experience. Additional variable pay, benefits, pension, flexible working arrangements, investment in professional development and subsidized access to fitness, cycling and parking facilities all contribute to a top-notch total rewards package.

To apply

If you possess the qualifications and experience indicated, **please email a single pdf file of your cover letter and resume, with "[Your Name], Technical Support & Training Officer**" in the file name and email subject line, to **hr@vghfoundation.ca** by 9 am on **Monday 24 January 2022.**

We welcome applications from anyone who is eligible to work in BC and fully vaccinated against COVID-19. We encourage applications from Indigenous people, people with disabilities, BIPOC and racialized individuals, people of minority sexual orientation or gender identity, and others who may contribute to the Foundation's organizational diversity and who share the Foundation's values.

As part of VGH & UBC Hospital Foundation's commitment to the health and safety of our community, Including our healthcare partners and donors, the Foundation requires all employees of the Foundation to be fully vaccinated against COVID-19.