

Who We Are

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.

The Information Systems and Technology (IST) department provides centralized technology services in cybersecurity & privacy as well as oversight and management of technology resources and enterprise wide applications aimed at creating efficiencies across the organization. The department leverages PHSA & VCH technology platforms as appropriate, and provides operational technology expertise, tools and support for the Foundation. Information Systems are an important component in allowing the Foundation to meet its objectives, to function as an organization and to scale and grow for the future.

About This Role

The Technical Support Representative provides training and technical support to staff 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
- 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.

Key Responsibilities

- Deploys and supports employees using Windows and MacBook laptops and mobile devices
- Deploys and supports software for Foundation staff
- Utilizes the ticketing system for technical support, ensuring employee technical issues are resolved in a timely and effective manner
- Follows standards and procedures for onboarding and training of employees in Foundation technical systems, and for commonly raised technical issues
- Creates and runs reports on technical support metrics, analyzing and making recommendations on improvements or course corrections
- Develops and maintains positive working relationships with all Foundation employees to deliver high quality technical support, building trust and confidence to provide advice, resolving issues that may be unusual or unique
- Consults with managers and Human Resources to determine onboarding and training requirements, using trust, diplomacy, and subject expertise to persuade reticent employees to upskill
- Provides technical support to employees at all levels of the organization, demonstrating and encouraging secure and productive use of hardware and applications

What You Offer

- Ability to draw upon 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
- Proactive in identifying the root cause of issues and developing solutions
- Strong attention to detail and accuracy
- Strong desire for continuous learning and improvement in technical skills
- Proven ability to prioritize effectively and meet deadlines in a fast-paced environment with multiple, competing deadlines, and time and resource constraints
- Post-secondary diploma/degree, ideally in information systems, or an equivalent combination of education and experience
- Experience in a help desk/IT support role or similar
- Strong knowledge of Apple and Windows operating systems, including profile management, security, and networking
- Strong knowledge of Microsoft Office products
- Excellent understanding of modern web and cloud technologies and services

What We Offer

The successful candidate can expect a starting salary between **\$56,256** and **\$63,927**, depending on factors such as skills, experience, and internal equity. Once hired, salary is reviewed annually and successful employees have the opportunity for their salary to increase over time up to the maximum of the pay band, currently **\$72,238**.

Additional variable pay (merit/bonus), defined benefit pension plan, extended health and dental benefits for you and your partner/children, flexible working arrangements, four weeks' paid vacation, investment in professional development and subsidized access to transit, fitness, cycling and parking facilities all contribute to a top-notch total rewards package. If you'd like more information on what we offer, please ask!

To Apply

Please send your application to Human Resources by email at careers@vghfoundation.ca

This opportunity will remain open until the right candidate is chosen

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.