



## College of Physicians and Surgeons of British Columbia

300-669 Howe Street  
Vancouver BC V6C 0B4  
[www.cpsbc.ca](http://www.cpsbc.ca)

Telephone: 604-733-7758  
Toll Free: 1-800-461-3008 (in BC)  
Fax: 604-733-3503

## JOB DESCRIPTION

### IT Support Technician, Information Technology

#### POSITION SUMMARY

Reporting to the IT operations manager, information technology, the IT support technician responsibilities will include desktop and applications support for all employees. This position will be the first point of contact for end users and will provide support to our developers. This is not just a “help desk” position; it will provide the opportunity to get hands-on experience in configuring and deploying new workstations and network devices, working with new technologies and being an integral part of the IT team. This involves troubleshooting and providing assistance over the phone, by email, and in person.

Candidates need to be customer service focused, efficient and driven with a strong ability to communicate technology matters using everyday language. The College is looking for an energetic and proactive individual with a results-oriented attitude who is ready to be the point of contact for all end users.

#### DUTIES AND RESPONSIBILITIES

Duties include but are not limited to the following:

- communicate clearly and effectively either electronically, by phone or in person with both technical and non-technical users experiencing difficulties in order to determine, resolve and document problems experienced; this could mean prioritizing and managing several open cases at once
- field incoming help requests from end users, and escalate as required
- collect, organize and maintain a problems and solutions log for use by other IT team members
- perform troubleshooting and remediation, while updating documentation
- perform hands-on fixes, including software/hardware install and upgrade, implementing file backups and configuring systems and applications
- manage deployment, administration and support for corporate desktops
- identify and learn appropriate software and hardware used and supported by the organization
- other duties as assigned

## SKILLS AND QUALIFICATIONS

Required skills and qualifications include:

- degree or diploma in information technology, computer science or related discipline, or equivalent experience
- ability to troubleshoot and manage desktops and laptops, printer set up, administration and/or email support, various browsers (Internet Explorer, Chrome, Mozilla), antivirus software, anti-malware software, printer and connectivity issues
- solid understanding and strong Windows and software application and hardware support (Word/Excel/Outlook)
- proficiency with software technologies and basic hardware
  - Note: Applicants may be quizzed during interview process.
- extremely reliable and punctual
- must be able to work independently and know when to escalate issues upon determining cause
- excellent customer service skills
- responsible self-starter who is able to effectively plan and organize their own work
- positive and enthusiastic attitude
- strong communication skills and command of the English language, both written and verbal, are required for this position

The College of Physicians and Surgeons of British Columbia has been recognized as one of BC's top employers since 2011 and one of Canada's top 100 employers since 2014. Our goal is to attract, develop and retain highly talented employees. We offer an excellent working environment including a hybrid work-from-home/in-office model, opportunities for personal and professional growth, and a comprehensive benefits package.

All applications for this position must be submitted online at <https://www.cpsbc.ca/about/careers/employment-opportunities>.

We thank all applicants for their interest; however, only those selected for interview will be contacted.

The College welcomes all applicants and is dedicated to promoting a diverse, equitable and inclusive environment.