

Employment Opportunity

REACH Community Health Centre, Vancouver, BC.

Position: User Support Coordinator

Positions: 1

FTE: 0.6 Part time, on Monday, Wednesday and Thursdays.

Compensation: Dependent on experience.

Posting Date: Posted until filled.

Established in 1969, REACH is a non-profit, community-governed health centre in East Vancouver dedicated to providing high quality integrated health care to its ethnically, culturally, and socially diverse area residents. REACH has an interdisciplinary approach to its dental, medical and cultural programs and provides a wide range of programs and services. The organization values and facilitates the participation of all personnel in the decisions which affect them.

Position Summary

The IT User Support Coordinator is a member of the Administration department and is accountable to the Executive Director.

The IT User Support Coordinator is the front line support for employees with all computer, phone and security systems. The Coordinator supports and solves IT issues and concerns; they also provide direct user support for all software programs on an as needed basis during regular office hours. This is a part time position and will be in the office on Monday, Wednesdays and Thursdays.

Responsibilities

- Provides orientation to email, file storage and all applicable software programs for staff and students, and order business cards for new staff members.
- Develop and implement policies and procedures for trouble shooting software and hardware issues for staff
- Resolves technical issues day to day, providing front line support to users on all software programs, working with staff to solve issues and training staff to adopt appropriate computer habits.
- Develops and maintains working relationships with the external IT support company, acting as a liaison between them and employees' software and hardware issues.
- Coaches staff in basic computer functions, word processing and spreadsheets.
- Maintains an accurate inventory of equipment and computers
- Is responsible for the maintenance and support of Giftworks.
- Maintains REACH's website and social media accounts.
- Participates as an equal member of the administrative team and adjusts workload and tasks when other members are on vacation, or as needed on departmental projects.

Contribution to Team and Centre Activities:

- Participates actively in staff meetings and board committees.
- Participates in the overall activities of the health centre, e.g. in service training, committees, special events and shared staff responsibilities.
- Communicates clearly, listens accurately, is open to feedback, handles conflict appropriately, and displays sensitivity to others.
- Collaborates well with others, promotes cooperation and teamwork.
- Participates in REACH's commitment to becoming discrimination free and an inclusive health centre and promotes a healthy lifestyle.
- Maintains the reputation and confidentiality of the health centre and its clients at all times.
- Adheres to all applicable REACH policies and procedures.

Qualifications and Skills

- Post secondary education in relevant field.
- Two years experience in a help desk or desktop support role.
- Two years supervisory/manager experience.
- Able to trouble shoot, analyze and research problems and issues, and communicates and implements a solution quickly and logically.
- Proficient in the use of computers and software programs such as Microsoft Office and SQL
- Is required to work cooperatively in a team environment and be knowledgeable in all software program areas and are assigned work as required based on the changing business needs and priorities.
- Demonstrated ability to coach and mentor others in the use of software programs.
- Must be responsive, patient with the ability to be organized and multi task.
- Must be an independent worker with excellent communication skills.

Please submit resume and cover letter to Amanda by email at aabrams@reachcentre.bc.ca .
We are grateful for your interest but only candidates selected for an interview will be contacted.