



**JOB AD**  
**HELP DESK TECHNICIAN**  
**CANADA SUMMER JOB – 2024**

***Options Community Services Society (OCS) is a not-for-profit social services organization providing social services south of the Fraser River from early years to seniors. Our programs and services are only possible through the power of collaborative partnerships with individuals, businesses, community groups, and government who share in our vision to support a healthy, caring community where everyone thrives.***

Options Community Services is seeking a passionate and dedicated youth to join our team for the Canada Summer Jobs 2024 program. This is a temporary full-time position dependent on funding.

As an IT Help Desk Technician, you will play a crucial role in ensuring the smooth operation of local workstations across Options Head Offices and Satellite Sites, supporting OCS staff with computer network training implementation, building software usage tutorials, conducting reinstallations, and enforcing adherence to IT policies.

**Responsibilities:**

- Implementing network trainings and building software usage tutorials.
- Maintaining and troubleshooting/resolving of workstations, desktop hardware and software.
- Working closely with OCS staff to ensure that all systems adhere to security standards.
- Proactively communicating ticket status and updating directly to clients.
- Consistently displaying superior customer service skills and telephone etiquette.
- Assisting in the overall functioning of the department by completing tasks assigned by supervisor.

The ideal candidate for this role is a motivated and proactive individual with a passion for IT. They should possess a strong technical aptitude, excellent communication skills, and the ability to adapt to a dynamic work environment. The successful candidate will be enrolled in a degree or diploma in an IT or related field. A collaborative team player, the ideal candidate will demonstrate a commitment to ensuring the security and functionality of OCS systems while actively contributing to the success of the IT team.

This role will require the incumbent to undergo a Police Information Check (PIC), and a Vulnerable Sector Check by the Ministry of Justice. This position will be paid at an hourly rate of \$17.50.

**Eligibility Requirement:**

To be eligible, youth must:

- be between 15 and 30 years of age at the beginning of the employment period.
- be a Canadian citizen, permanent resident, or person to whom refugee protection has been conferred under the Immigration and Refugee Protection Act for the duration of the employment; and,
- have a valid Social Insurance Number at the start of employment and be legally entitled to work in Canada in accordance with relevant provincial or territorial legislation and regulations.



### **Application Process –**

To apply for this exciting opportunity, please submit your resume and a cover letter outlining your relevant experience and expressing your interest in the position. Please send your applications to [ron.chan@options.bc.ca](mailto:ron.chan@options.bc.ca).

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

Options Community Services is an equal opportunity employer and is committed to promoting diversity and inclusion within our workplace. We encourage applications from all qualified individuals.