

We're Hiring!



HELP DESK TECHNICIAN (Canada Summer Job)

Job Status: *Temporary, Full-time*

Hours of Work: *35 hours per week*

Program: *Information Technology*

Position: *4 positions*

Constituency: *Surrey-Newton / Surrey-Centre*

Options Community Services is a non-profit registered charity providing social services primarily in Surrey, Delta, White Rock and Langley. We believe in helping people help themselves. We believe in collaborating with individuals, businesses, community groups and government to create focused, effective and responsive resources for the community.

This position will be responsible for local workstation maintenance at the Options Head Office and Satellite Sites. They will support and assist OCS staff with implementation of Computer Network trainings, building software usage tutorials, reinstallations and ensuring users adhere to IT policies. Overall, the IT Assistant will work closely with OCS staff to ensure maintenance and security within all OCS systems is complete and up to date.

****The latest job end date for Canada Summer Job, 2023 is September 2, 2023.**

ACCOUNTABILITIES

- Implementing network trainings and building software usage tutorials.
- Maintaining and troubleshooting/resolving of workstations, desktop hardware and software.
- Proactively communicating ticket status and updates directly to clients.
- Consistently display superior customer service skills and telephone etiquette.
- Assist in the overall functioning of the department by completing tasks assigned by staff / supervisor.
- Performs other duties, as required.

QUALIFICATIONS

Education, Training, and Experience:

- Enrolled in Degree/Diploma in Information Technology or a related field.
- Intermediate to proficient knowledge of MS Office applications.
- Experience supporting/troubleshooting applications.

Skills and Abilities:

- Demonstrated flexibility and the willingness to adapt to changing situations.
- Ability to easily build rapport with people.
- Ability to handle stress effectively.
- Demonstrated interpersonal and communication skills.
- Ability to work individually and as a part of the team.
- Proven ability to work effectively in a stressful environment.

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ELIGIBILITY REQUIREMENTS

This position is supported by the Canada Summer Jobs (2023) program. This position is contingent on Federal Government Grant funding.

- Candidates must be aged 15-30 years at the beginning of employment.
- Must be either a Canadian citizen, permanent resident, or person to whom refugee protection has been conferred (international students are ineligible) and be legally entitled to work in Canada.
- Must 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.

SPECIAL REQUIREMENTS

- Satisfactory Criminal Reference Check / Vulnerable Sector search as per the agency policy.
- Personnel must sign a Confidentiality Agreement and Code of Ethics.

PLEASE APPLY TO: Shady Goubran, Senior Program Manager

Options Community Services Society

Email: itjobs2023@options.bc.ca

Please include a cover letter clearly indicating the posting title and outlining your qualifications and related experience for the position]