



Job Posting: IT Support Specialist (Maternity leave coverage, 12 months)

Umbrella Multicultural Health Cooperative is a member-driven, not-for-profit, community health Centre (CHC). Our members are people who face language and cultural barriers accessing health care. Our mission is to provide practical access to affordable and holistic health care services that are appropriate in culture and language for those without access to health security.

We work with a Cross Cultural Health Broker (CCHB) Model. CCHBs are multicultural, multilingual health care workers who facilitate communication between patients, service providers and health and social service systems.

Summary of the Position

The IT Support Specialist provides on-site and remote technical support to maintain the software, hardware and telecommunication infrastructure, systems and needs of the organization. With support and supervision of the Operations and Administrative Manager, the IT Support Specialist supports the implementation of IT solutions that optimize organizational resources and that are aligned with Umbrella Co-op's values and guidelines of privacy and confidentiality.

The IT Support Specialist represents Umbrella Co-op and liaises with third party service providers to troubleshoot technological issues.

Duties and responsibilities

1. Provide technical support and respond to information technology issues in a timely manner
 - Respond to all technology related incidents and requests via email, phone, zoom or in-person support
 - Maintain mobile device management systems to support staff working from home
 - Provide specialized technical support on MacOS and iOS systems
 - Provide support on digital platforms and software to facilitate virtual communication and group programming
2. Responsible for developing, implementing, monitoring, and adhering to systems, protocols and procedures that safeguard the privacy and security of Umbrella Co-op's electronic information and data
3. Provide ongoing training and support to staff on all issues related to the management of hardware, software, and electronic communication, always with the lens of safeguarding privacy and confidentiality
4. Provide ongoing repair and maintenance to all IT infrastructure
5. Liaise with third-party IT support agencies to troubleshoot IT related issues
6. Maintain inventory control for all IT infrastructure, and provide quarterly reports to supervisor
7. Make recommendations on system efficiency and improvements
8. Other IT needs as required

Qualifications

Required Skills and Education:

- Bachelor's in Computer Science or related field, 3 years of related experience, or an equivalent combination of education, training, and experience or other qualifications determined to be reasonable and relevant to the level of work
- Strong knowledge of Mac OS and iOS
- Strong knowledge of Microsoft Office 365
- Knowledge of SYNC or other cloud systems
- Demonstrated ability to manage risk and maintain privacy and confidentiality of data at all times
- Strong troubleshooting skills and ability to multitask
- Demonstrated organizational skills and ability to prioritize appropriately
- Ability to take initiative, solve complex problems working independently and in a team environment
- Ability to orient and train team members
- Demonstrated excellent communication skills, both verbally and in writing, necessary to provide detail oriented, compassionate, respectful, and timely support over the phone and in-person to staff and other stakeholders
- Demonstrated ability for relational practice, active listening, and building trust with all stakeholders

Preferred Skills:

- Experience working in culturally diverse community-based setting
- Working with diverse, immigrant, and refugee communities

Working conditions

As community service organization, the work at Umbrella Co-op is demanding and rewarding. Umbrella Co-op is committed to providing an emotionally and physically safe working environment where employees can thrive in their roles.

The IT Support Specialist works independently and as part of a team, and communicates daily by telephone, email, web applications and/or in-person with team members and other stakeholders.

The role requires high and excellent attention to detail and must ensure that repairs, upgrades, and solutions are completed accurately in order to mitigate the creation of new issues.

Physical & Mental requirements

As a specialized position in the organization, the IT Support Specialist requires a high level of detail and attention to collect information to support a systematic decision-making process that safeguards the sustainability of IT infrastructure and organizational values.

The IT Support Specialist works in-person at our office in New Westminster, and Umbrella Co-op's COVID-19 Safety Plan is in place to protect the health and safety of everyone entering the office. Training and appropriate PPE will be provided to mitigate risk of disease transmission.

Occasional heavy lifting of office supplies and equipment may be required. The IT Support Specialist is encouraged to reach out to team-members if assistance is needed.

As per the current Public Health Orders (Hospital and Community – Health care and other services), as of October 26, 2021, all employees working at Umbrella Multicultural Health Co-op must be fully vaccinated for COVID-19. Proof of vaccination status will be required.

JOB TYPE: 12-month contract position with 6-month probation, part-time, 20 hours per week, Monday to Friday, occasional evenings and weekends may be required

SALARY AND BENEFITS: \$25.17 - \$27.29 per hour based on qualifications, plus a full range of benefits including extended health and dental benefits, and a group retirement plan.

EXPECTED START DATE: Monday August 29, 2022. Posting will be published on our website until filled.

APPLICATION INSTRUCTIONS: Please submit a one-page cover letter and your resume, all one document, with the title: “[InsertYourName].IT Support Specialist” to info@umbrellacoop.ca

For more information, please visit our website www.umbrellacoop.ca

We kindly thank you in advance for your interest and application; however, only selected candidates will be contacted for an interview.