



Position Title: Computer Technical Specialist

Position Status: Full-Time Regular

Department: Human Resources and Corporate Services

Employee Group: Teamsters Local 31

Location: 4515 Central Boulevard, Burnaby

Salary Range/ Wage Rate: PG T25 \$3,205.95 - \$ 3,785.23 bi-weekly

Our Human Resources and Corporate Services Department is seeking a Computer Technical Specialist who will be responsible for providing advanced technical support and expertise to ensure the smooth operation of our organization's computer systems. This role involves diagnosing and resolving complex hardware and software issues, configuring and maintaining computer systems, and offering training and guidance to end-users.

You are: The ideal candidate will possess a strong technical background, excellent problem-solving skills, and the ability to communicate technical information effectively to non-technical users.

This role:

- Installs or oversees the installation of computer, network and communication hardware and software; sets up accounts, configures systems, and coordinates wiring for same; performs systems maintenance, back-up and recovery operations; establishes and implements data security and communications standards and procedures.
- Evaluates user requirements primarily regarding computer systems as directed; coordinates and integrates user needs with those of the District; identifies and recommends hardware, software and other related services and provides advice and assistance with applications as required.
- Investigates computer hardware and software problems; assesses problems and develops or assists users to develop possible solutions; writes utility and command procedures and other user aids, as required; tests software applications, special programs, and new equipment.
- Assists in developing and delivering user training on computer hardware and software applications; assists other department staff on projects, as required.

- Prepares and maintains a variety of material such as procedure and training manuals, records, files, reports, and correspondence related to the work; maintains computer hardware inventory and oversees related maintenance contracts.
- Keeps abreast of developments in computer hardware and software and related matters.
- Performs related work as required.

To be successful, you have:

- Graduation from an Institute of Technology with a diploma in computer sciences or related discipline including courses in communication networks plus sound related experience OR an equivalent combination of training and experience.
- Considerable knowledge of the practices and procedures used in the operation of computer equipment and software applications as related to the work performed.
- Considerable knowledge of the communications and local area networks and of the operating systems used in the District's computer systems.
- Considerable knowledge of problem definition and solution techniques applicable to the work performed.
- Sound knowledge of the functions of the departments served and their requirements as applied to the work performed.
- Sound knowledge of the methods and principles utilized in training users in the use of hardware and software applications.
- Ability to install or oversee the installation of computer hardware and software.
- Ability to examine users' current applications, practices, and needs, and identify problems and recommend or develop solutions or improvements.
- Ability to evaluate computer hardware and software and make recommendations regarding acquisition and use of products, as required.
- Ability to establish and maintain effective working relationships with a variety of internal and external contacts and to provide advice, information and assistance to same.
- Ability to assist in the development and delivery of user training as related to the work performed.
- Ability to prepare and maintain a variety of written materials related to the work.
- Skilled in the operation of equipment used in the work.
- Valid B.C. Driver's Licence.

Our Vision:

Metro Vancouver embraces collaboration and innovation in providing sustainable regional services that contribute to a livable and resilient region and a healthy natural environment for current and future generations.

We are committed to diversity, equity and inclusion and being representative of the region we serve. We invite all qualified candidates to apply including Indigenous People, visible minorities, immigrants, 2SLGBTQI+, all genders and persons with disabilities. Accommodations will be provided upon request during the selection process.

Please follow this link <https://metrovancover.org/about-us/careers> to our Careers page where you can submit your application by February 27, 2024.