



Position Title: Systems Coordinator

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 T26 \$3,340.08 - \$3,946.90 bi-weekly

Our Human Resources and Corporate Services Department is seeking a Systems Coordinator who will coordinate the end to end lifecycle of the IT Requests process; participate in technology project implementations; build/improve client and vendor relationships.

You are: Able to plan, organize, and structure work. Ready to showcase proven analytical and evaluative skills. An excellent written and oral communicator. Efficient in working on multiple projects/tasks simultaneously.

This role:

- Participates in the analysis, planning and design of departmental information systems and develops recommendations based on departmental requirements; acts as project manager for new systems implementation and directs the work of project staff; schedules, develops and documents procedures for implementation and conversion activities; arranges for the development and delivery of training for staff; resolves implementation problems.
- Provides technical and procedural advice and assistance to users; monitors the use of software and hardware for adherence to standards and whether technology is being used effectively; provides technical staff with information on departmental procedures and information requirements; investigates, documents, independently resolves routine system problems and/or contacts technical staff as required.
- Keeps abreast of developments in related software and hardware; investigates products and makes recommendations regarding use of same; prepares feasibility and cost/benefit reports; maintains effective working relationships with a wide variety of vendors, consultants and agencies related to the work.
- 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 supplemented by technical courses related to department activities plus considerable related experience; or an equivalent combination of training and experience.
- Thorough knowledge of the practices, procedures, and capabilities of computer hardware and software as related to the work performed.
- Considerable knowledge of departmental functions, procedures, and policies related to the work performed.
- Considerable knowledge of problem definition and solution techniques applicable to the work performed.
- Sound knowledge of methods and principles utilized in training users in the use of software applications.
- Working knowledge of systems design and analysis.
- Ability to analyze departmental needs, to plan, recommend and coordinate the development of solutions to users' requirements and/or problems.
- Ability to act as a project manager in the implementation of new or revised information systems and to direct the work of project staff and consultants.
- Ability to establish and maintain effective working relationships with a variety of internal and external contacts.
- Ability to operate computers and peripheral equipment, to investigate and document failures and software problems and correct those of a routine nature, and to liaise with technical staff on the more complex problems.
- 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.

At Metro Vancouver, we are committed to cultivating a diverse, safe, equitable, and inclusive work environment for all. We strive to attract and retain a talented, diverse workforce that is reflective of the region we serve. If an accommodation is required during the recruitment and selection process, please contact careers@metrovancover.org for support. Learn more about our commitments to diversity, equity, and inclusion [here](#).

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