



**Position Title:** Help Centre Support Specialist

**Position Status:** Full-Time Regular

**Department:** Human Resources & Corporate Services

**Employee Group:** Teamsters Local 31

**Location:** 4515 Central Boulevard, Burnaby

**Salary Range/ Wage Rate:** PG T22 \$2,837.65 - \$3,340.08 bi-weekly

**Our Human Resources & Corporate Services Department is seeking a Help Centre Support Specialist who will be a key member of a small team of staff dedicated to providing technical support and expertise to clients with IT questions or issues.**

**You are: Technically proficient in a number of IT functional areas (i.e. hardware, software, networking etc.) and have excellent analytical and problem-solving abilities to identify and resolve complex issues. You are efficient in working on multiple projects and tasks simultaneously and have excellent oral and written communication skills.**

**This role:**

- Responds to clients' requests for assistance or information; records request and troubleshoots with client's assistance software, hardware and network communication problems; identifies nature of problem and prioritizes resolution requirements; assists in developing solutions; refers problems to appropriate technical staff or vendor representatives if unable to resolve; tracks and follows up on problems to resolution.
- Provides advice and assistance to clients regarding various computer related problems such as logging on, invalid or expired passwords, improper computer settings, printing and communication difficulties, complex transactions, or applications of specific computer tools; provides one-on-one or small group computer instruction and training as required; updates computer status line and system outages webpage as required.
- Carries out special projects; acts as liaison between help centre and other departments regarding system projects, attends project meetings and communicates user concerns/needs, tests software applications prior to distribution to regular users, reviews and tests training materials, works with users to more effectively utilize applications to solve business problems, documents procedures.
- Participates in the development and maintenance of Help Centre's staff training program; acts as mentor for new staff members, updates co-workers and supervisory staff on training progress.
- Develops and maintains reference materials; contributes to and maintains content of IT's web site; documents new procedures and practices for use by other IT staff and corporate clients.

- Keeps abreast of developments in computer software and hardware; investigates new technologies and makes recommendations regarding application of same.
- Performs related work as required.

**To be successful, you have:**

- Completion of the certificate program in computer sciences or related discipline at a technical institute or community college plus sound related experience; OR an equivalent combination of training and experience.
- Considerable knowledge of standard Windows applications and Internet client software as related to the work performed.
- Sound knowledge of specialized software used by MVRD staff.
- Sound knowledge of departmental functions, objectives and procedures.
- Working knowledge of wide and local area network and peripheral equipment and related systems.
- Ability to investigate, document, analyze and resolve a variety of software and network related problems.
- Ability to examine clients' current applications, practices and needs and to identify problems and recommend or implement solutions and improvements.
- Ability to provide advice and assistance to clients regarding software applications and use of equipment, and to provide instruction and informal training to same as required.
- Ability to work independently and as a team member.
- Ability to establish and maintain effective working relationships with internal and external contacts and to effectively convey client's needs and concerns as required.
- Ability to communicate effectively orally and in writing.

**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](mailto:careers@metrovancover.org) for support. Learn more about our commitments to diversity, equity, and inclusion [here](#).

*Please follow this link <https://metrovancover.org/about-us/careers> to our Careers page where you can submit your application by June 5, 2024.*