



Information Technology Coordinator

At VACFSS, we ensure that the rights, safety, well-being and spirit of Aboriginal children and families are upheld, honored and protected. We strive to eliminate oppression, discrimination and marginalization within our community. We acknowledge and honor the inherent wisdom, capacity and resourcefulness of our community in designing

Job Title:	Information Technology Coordinator	Employment:	Permanent Full-time - Excluded
Location:	745 Clark Drive, Vancouver BC	Salary:	\$65,438.23 to \$74,729.46
Hours:	8:30 – 4:30 Monday to Friday	Posted Date:	February 22, 2019
		Closing Date:	March 8, 2019 at 4:30 pm

programs and services to care for our own children and families. Accordingly, we are dedicated to planning, developing, and implementing creative and innovative Aboriginal programs and services in collaboration with members of our community and other agencies.

PURPOSE OF POSITION

Under the supervision of the Manager of Finance and Information Technology, the IT Coordinator oversees the day to day operations of the Agency's data and telecommunications. This includes providing computer technical installation, support services, data protection, risk mitigation, analysis and advice to staff and system users. This position will also supervise the technical support staff employee.

KEY DUTIES & RESPONSIBILITIES

- Oversight, monitor, install, configure, upgrade, enhance and problem solve network systems, and computer networks, such as local area networks (LAN) and wide area networks (WAN) and telephone and cell phone systems.
- Provide support to hardware, software, application programs, and complex network communications by performing duties such as diagnostics, recommendations and problem solve.
- Assist users in designing, implementing, and maintaining custom file systems and databases.
- Provide technical support and guidance to system users, including training programs and seminars.
- Prepare and maintain a variety of documentation and reports such as user guides and procedure manuals.
- Design web-sites by methods such as downloading webpage builders from the Internet and making minor modifications.
- Research, identify, evaluate, and negotiate options and pricing, make purchase recommendations, and make arrangements for implementation. Liaise with external agencies, vendors, and user areas as required.
- Provide direction and monitor work performed by contractors such as installation hardware and wiring.
- Supervise computer tech support staff. Assign tasks, train, support, schedule workload, conduct performance evaluations and address any performance concerns.
- Participate as a member of IT-related committees and provide consultation and recommendations on IT issues on behalf of the Agency.
- Provide accurate information for budgeting and planning purposes with respect to the Agency's information and technology needs.
- Ensure systems data and applications are protected from unauthorized access.
- Back up critical data on a scheduled basis and restore data when needed.
- Willingness to work outside normal office hours including evenings and weekends on occasion to minimize disruption and downtime for users of the system



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- Perform other related duties as assigned.

SKILLS

- Ability to communicate effectively, both verbally and in writing
- Physical ability to perform the duties of the position
- Ability to work independently, and communicate and interact effectively with others
- Ability to plan, organize and prioritize and work under stress
- Ability to anticipate potential problems and take appropriate action
- Ability to lead, orient and train
- Ability to install, configure, operate and maintain computer equipment, networks, software applications, telephone systems and cell phones
- Knowledge of practices and procedures related to computer equipment, networks, software applications, telephone system and cell phones
- Ability to identify, investigate, assess, document and resolve network, software and hardware problems
- Knowledge of industry trends

QUALIFICATIONS

Required:

- Degree in Computer Science, Computer Systems or a related field with a minimum seven years of experience in Information Technology; and
- A reliable vehicle and Class 5 BC Driver's Licence are required for this position to travel between VACFSS offices
- Criminal Record Check (working with vulnerable children and adults)

Preferred:

- Any of following certificates would be an asset and supplement your degree:
 - Microsoft Certified Technology Specialist (MCTS)
 - VMWare Certified Professional (VCP)
 - Cisco Certified Network Associate (CCNA)
- Previous supervisory experience

Benefits:

- **Medical, extended health, and dental**
- **Group life**
- **100% employer-paid premiums**
- **3 weeks of vacation**
- **Eligible for the Excluded Accumulated Time Off program after passing probation**
- **Membership in the Public Service Pension Plan**

APPLICATION PROCESS:



VANCOUVER ABORIGINAL CHILD & FAMILY SERVICES SOCIETY

Our Children, Our Future, Our Responsibility

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Interested applicants may apply at www.vacfss.com or by using the following link: [Apply Online](#).

We thank all candidates for their interest; however, only those selected for an interview will be contacted.

Preference may be given to Indigenous candidates as per Section 41 of the Human Rights Code.