



JOB POSTING

HELP DESK COORDINATOR

ABOUT THIS ROLE

The First Peoples' Cultural Council is a First Nations-run Crown corporation mandated to support Indigenous language, arts and culture heritage revitalization in British Columbia.

We are currently seeking an experienced **Help Desk Coordinator** to support the First Peoples' Cultural Council staff, board members and users to deliver on our mandate.

SUMMARY

Reporting to the Director of IT, the Help Desk Coordinator provides first and second level IT user support for FPCC staff and board members. This position responds to help desk calls and emails, providing initial troubleshooting/solutions, and when necessary, directing the calls for second and third tier support. This role also troubleshoots and repairs hardware/software installs, maintains training/course materials for end users, and provides onsite user training when necessary or appropriate. The position maintains internal records of end user resource access and manages user accounts. This position is also involved in the testing and development of applications, under the direction of the Director of IT.

WHAT YOU'LL BE DOING

Provide technical, software, and hardware support for FPCC users throughout the province by:

- Providing first and second level support via telephone, remote assistance, or site visit to resolve hardware, software, and systems issues, or escalate as required;
- Resolving hardware issues in Mac and PC laptops, smartphones, printers, multi-function devices, video conference units, and peripheral devices;
- Resolving systems issues with Microsoft Windows, Microsoft Office suite + Office 365, email, web, MS Teams, and FPCC systems and applications.
- Providing desktop support to repair and re-image Mac and PC laptops, remove desktop viruses, handle warranty claims, replace parts, and provision spares;
- Upgrading client software to current supported versions;
- Providing audio/video conference equipment setup advice for meetings and conferences;
- Maintaining FPCC help desk application, and tracking problem calls to ensure timely resolution and follow-up with technicians and users and ensure calls are satisfactorily completed and/or escalated;
- Providing systems training/orientation to new and current users, individually and in groups, adjusting the depth of training to match audience; and
- Notifies users of systems alerts, scheduled outages and performance issues.

Maintain user account / resource access by;

- Coordinating the account provisioning and termination requests by liaising with HR, managers, external contacts, and FPCC staff, updating records, and following up to ensure timely completion;
- Accessing account information and password resets; and
- Adding, editing, deleting user accounts from databases and external service providers.



Maintain hardware and software inventory by;

- Keeping inventory system current and correct;
- Purchase IT supplies, peripherals and desktop software to ensure adequate inventory; and
- Maintaining internal documentation on IT assets.

Provides systems support functions for client/server infrastructure by;

- Assessing the computer network and reporting issues to the appropriate team member; and
- Verifying results of evening backup and escalate issues as required.

Provides change management support by;

- Conducting user acceptance testing of new releases including developing test checklists, participating in determining requirements and schedules, reporting results and issues and making recommendations on improvements;
- Updating reference sheets, guidelines and Frequently Asked Questions (FAQ) for users on new releases, changes or common incidents and distributes to users; and
- Creating, maintaining and updating training materials and user manuals.

Prepares and arranges disposal of hardware and software by;

- Coordinating the removal of obsolete hardware and software from FPCC offices; and
- Ensuring that all data remaining on systems and computers identified for disposal are wiped in accordance with data removal guidelines.

Participates in a team environment by;

- Attending and actively contributing to team meetings and discussions;
- Actively participating in project planning sessions and review meetings;
- Assisting in IT projects as needed; and
- Keeping team members informed of outstanding issues, workarounds, recommendations and solutions.

Performs other related duties as required.

BASIC QUALIFICATIONS

Education and Training

- Degree or Diploma in Computer Science or IT or equivalent combination of education and experience.
- 3-5 years of experience working a Help desk for a small to medium sized organization (minimum 2 years)
- **OR** a combination of equivalent education, training, and experience in related fields.

Skills and Abilities

- Demonstrated working knowledge of current hardware technologies, including reassembly, and configuring of computers and printers; hardware troubleshooting techniques. Able to analyze, document, and resolve hardware, software and systems problems.



- Knowledge of current Microsoft Office suite, Office 365 and Teams. Proficient in the configuration and use of current Windows O/S and Office suites.
- Good oral and written communications skills, able to communicate effectively and empathetically with users who have limited technical experience or expertise in person and by telephone.
- Able to organize and prioritize work, work independently, make good judgment calls, work within limits and meet deadlines.
- Preferred knowledge of web technologies (browsers, HTML, search engines);
- Preferred knowledge of Windows environments, Remote Access technologies (VPN, Remote Desktop Services, and Remote Assistance);
- Preferred certification in ITIL foundation course for service support/service delivery; and
- Preferred knowledge of Microsoft Active Directory, Veeam Backup, Sophos Antivirus software.

Working Conditions

- May be required to work evenings and/or weekends

For more information about the First Peoples' Cultural Council, visit: www.fpcc.ca

Please send a resume and covering letter to HR@fpcc.ca. The position will remain open until filled.

Submissions from applicants with First Nations, Métis or Inuit ancestry are strongly encouraged to apply and will be given preference. Only short-listed candidates will be contacted for interview. All applications will be treated with strict confidentiality.

FPCC values all employees and the communities we serve, and the health and safety of the work environment is a top priority. As a condition of employment, all employees are required to be fully vaccinated or be able to provide a medical exemption.

First Peoples' Cultural Council is located in Brentwood Bay and is grateful to have our home in the beautiful traditional unceded territory of the WSÁNEĆ Nation people, in the village of WJOLELP.