



## **IMIT Services Coordinator**

**Victoria, B.C.**

Join a growing team, dedicated to revitalizing First Nations arts, languages, cultures and heritage in British Columbia. The First Peoples' Cultural Council (FPCC) is looking to fill an **IMIT SERVICES COORDINATOR** position to support the success and impact of our programs.

The IMIT Services Coordinator (IMITSC) reports directly to the Director, IMIT. The IMITSC ensures the service desk process provides a complete solution for internal and external product users across all platforms. The coordinator works independently as well as with the IMIT Leadership Team to coordinate and prioritize technical services and Technology Project management for FPCC. The IMITSC facilitates coordinated conversations within the organization related to decision-making around FPCC technology.

If you are a passionate and experienced professional and are interested in working with a great team dedicated to work that supports cultural revitalization, we look forward to hearing from you!

Submissions from applicants with First Nations, Métis or Inuit ancestry are strongly encouraged to apply.

### **Who We Are:**

The First Peoples' Cultural Council is a First Nations-governed Crown corporation with a mandate to assist B.C. First Nations in their efforts to revitalize their languages, arts, cultures and heritage. You may learn more about us here: [fpcc.ca/about-us](http://fpcc.ca/about-us)

### **What We Offer:**

- An equal opportunity, respectful and inclusive work environment.
- Travel opportunities to conferences and community events.
- Training and professional development opportunities to grow your career and skills.
- B.C. Public Service Pension.
- Dental, extended health and vision care for you and your family through Canada Life.
- We value your work-life balance and family/community time.

### **What You Will Do:**

- **IMIT Service Desk Coordination:**
  - Ensure the service desk process provides a complete solution for internal and external product users across all platforms.



- Perform, monitor, categorize, prioritize and assign service desk inquiries and tickets in a timely and courteous manner.
- Ensure timely resolution or assignment of tickets to appropriate team members.
- Maintain accurate records of service desk activities including ticket status, resolutions and end user interactions. Update knowledge base articles and FAQs as needed to facilitate self-service support.
- Identify opportunities for process improvement and service quality enhancement within service desk activities.
- **Platform and Content Project Management:**
  - Work with project teams to ensure project planning accounts for constraints such as budget, staffing, cross-team dependencies and timelines.
  - As directed, produce metrics and reports about timing, completion status and other aspects of projects
  - Assist with keeping project documentation up to date in Jira, Confluence and SharePoint
  - Handle administration and configuration of Jira and Confluence software, working with IMIT leadership.
  - As needed, facilitate project planning meetings and Agile Ceremonies.
  - Execute projects and tasks, as assigned that result from a variety of planning conversations and address the backlog of to-do items.

#### **What You Will Bring:**

- A technical diploma or degree along with 3 or more years of proven recent experience including:
  - Leadership and interpersonal Skills
  - Databases
  - Project management skills
  - CRM skills
  - Service desk management



### **Skills and Abilities That Will Benefit Your Role:**

- Outstanding organizational skills and attention to details – things don't get lost, missed or forgotten.
- Strong written and verbal communication skills as well as listening skills.
- Demonstrated experience with project management in the context of agile software development.
- Interest and connection to cultural revitalization and B.C. First Nations.
- Demonstrated experience handling multiple competing priorities in a fast-paced environment.
- Ability to work independently in a self-directed, fast-paced team environment.

### **Working Conditions**

- Most work is done in a general office environment.
- Some travel to meetings throughout B.C. may be required.
- May be required to work occasional evenings and weekends.

The salary range for this position is **\$65,489 to \$70,111** based on education and qualifications.

For more information about the First Peoples' Cultural Council, visit: [www.fpcc.ca](http://www.fpcc.ca)

**Please send a resume and covering letter to:** [hr@fpcc.ca](mailto:hr@fpcc.ca)

**The posting will remain open until filled.**

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

FPCC values all employees and the communities we serve, and the health and safety of the work environment is a top priority. Depending on your role, FPCC reserves the right to require proof of a COVID 19 vaccination.