Date: **August 16, 2022**
Competition: #22-77A

APPLICATIONS ARE INVITED FOR THE FOLLOWING FULL-TIME REGULAR POSITION

Position:	**Client Support Technical Specialist**
Division:	**Technology Services**
Location:	**New Westminster, BC**
Reporting To:	**Manager, Client Services, Technology Services**

Justice Institute of British Columbia:

Justice Institute of British Columbia (JIBC) is Canada's leading public safety educator with a mission to develop dynamic justice and public safety professionals through its exceptional applied education, training and research. JIBC offers internationally recognized education that leads to certificates, diplomas, bachelor's degrees and graduate certificates; exceptional continuing education for work and career-related learning and development; and customized contract training to government agencies and private organizations worldwide. Each year, over 36,000 students study at one of JIBC's six campuses in B.C., through online education, and at locations in more than 150 BC communities, as well as sites across Canada and around the world. Our education contributes to safer communities and a more just society by providing professionals with the knowledge, skills and abilities to excel at every stage of their careers and make a difference every day.

Summary:

The Client Support Technical Specialist implements and supports hardware/software for devices across the Justice Institute.

Primary Responsibilities:

Technical Support

- Recommends technology architecture and plans for appropriate technology, including desktops, laptops, virtual desktops, inventory, patching, security, and remote access;
- Answers phone calls and responds to service requests;
- Monitors and reports on the performance of desktop IT systems and identifies issues and implements corrective measures;
- Provides technical advice and consultation to internal and external stakeholders regarding IT systems;
- Provides technical support and problem resolution;
- Provides face-to-face training to end-users;
- Manages project delivery related to implementing technology;
- Provides 3rd level support to the Service Desk and Technology Service team;
- Ensures adherence to Technology Services' best practices, procedures, and policies;
- Updates and maintains Active Directory Group policy;

- Installs and maintains Virus scanner agent on JIBC workstations through a Centralized Console;
- Troubleshoots technical issues both remotely and on-site at five remote campuses;
- Provides MS Teams support including Teams telephony as well as One Drive support;
- Provides Active Directory administration;
- Provides video conferencing support including OWL devices;
- Other related duties as required in support of the Technology Services division.

SCCM Administration
- Develops processes and procedures for day-to-day operations of SCCM;
- Deploys and reviews the status of ongoing software deployments and patch management;
- Packages, develops, and tests software update packages, for deployment with SCCM;
- Provides strategic input for the development, enhancement, and maintenance of the JIBC desktop and laptop IT systems infrastructure to support the strategic business needs of the organization;
- Participates in enterprise rollouts of productivity suites and desktop operating systems by providing and testing automated solutions;
- Reports hardware inventory and software licenses;
- Develops, packages, and supports Microsoft APP-V applications;
- Shares knowledge and updates documentation in the use of SCCM for routine software installs.

Computer Classrooms
- Installs and maintains operating systems and software for classroom computers;
- Advises employees on appropriate internal or external training for their computer skill requirements;
- Develops and documents policies and procedures for the maintenance of the classroom computers including configurations, installation paths, image recovery etc;
- Provides administrative support to instructors in the computer classrooms;
- Provides technical support to the computer classrooms.

AV Support and Webcasting
- Provides support for use of AV equipment including projectors, speakers, microphones, control systems in classrooms, meeting rooms, theatre, and the gyms;
- Runs webcasting events.

Praxis/Simulation Support
- Provides support for Praxis simulation system and the hardware in the simulation lab.

Qualifications & Requirements:
- Bachelor's degree in Information Systems, Computer Science;
- Relevant technology certifications;
- Five or more years' experience designing and maintaining desktop IT systems;
- Five or more years' experience designing and maintaining MS SCCM, MDT, MS Active Directory, virtualized desktop solutions, and Desktop Operating systems;
- Five or more years' experience setting up, configuring, and upgrading desktop and laptop hardware and systems;
- Five or more years' experience using, troubleshooting, maintaining webcasting software;
- Excellent project and time management skills;
- Solid understanding of service management best practices;
- Strong analytical, interpersonal, and organizational skills;

- Outstanding customer service skills;
- Ability to quickly adapt to new technology and to communicate effectively with a technical and non-technical audience;

OR

- An acceptable equivalent combination of education, training, and experience.

Note: Short-listed candidates will undergo a technical test.

We offer a total compensation package that includes Extended Health and Dental Benefits, and enrollment in the Municipal Pension Plan after six months.   In addition, we offer 15 vacation days annually (pro-rated in first year), as well as generous other leave entitlements.

Salary Range: **$57,342 to $65,333 annually (BCGEU Position – Grid 20)**

Posting Date: **August 16, 2022**

Closing Date: **September 6, 2022**

Please submit a resume/CV, cover letter and copies of academic credentials, quoting Competition #22-77A via email to hr@jibc.ca.

Please feel free to contact Simon Chau (schau@jibc.ca) for more information about this position.

Justice Institute of British Columbia is an equal opportunity employer and is interested in broadening the diversity of its staff. We encourage applications from visible minorities, Indigenous peoples and persons with disabilities.

JUSTICE INSTITUTE *of* BRITISH COLUMBIA