

Position: IT Support Specialist
Reports to: Manager, IT Operations
Contract type: Regular; Full Time

The Chartered Professional Accountants of British Columbia (CPABC) is seeking a highly organized and analytical individual with excellent attention to detail for the IT Support Specialist role. We are proudly recognized as one of BC's Top Employers for 2020. Come join a collaborative network of like-minded professionals and take the first step towards an exciting opportunity by applying to the position.

Job Summary

The IT Support Specialist is most often the first point of contact for staff, and is therefore the face of IT for CPABC. The incumbent will be responsible for providing direct IT assistance (hardware, software and connectivity issues) in person, escalating issues as necessary. The incumbent must be a people person, adept at managing a broad and ever-changing set of priorities in a professional, friendly and timely manner.

Key Responsibilities:

IT Staff Support (50%)

- Respond to and resolve incoming staff requests for IT assistance (hardware, software and connectivity issues), in-person, over the phone, and through requests sent through the Help Desk system, escalating issues as necessary;
- Help internal users utilize technology to support their business and improve their productivity;
- Track staff support requests in the Help Desk system, ensuring all support issues are resolved in a manner that meets or exceeds CPABC's customer support standards.

End-User Device Deployment (20%)

- Software configuration of desktop and laptop computers for staff use according to established conventions, including physical set-up of computer hardware and peripherals at workstations, replacement of components both as needed and as part of yearly upgrade/replacement cycles;
- Deploy desktop, notebook computers as well as mobile devices.

Ongoing IT Operations (30%)

- Recall equipment used by outgoing staff and conduct the IT orientation with new staff members;
- Adhere to proper equipment decommissioning procedures, including secure data wipe, and responsible equipment recycling;
- Assist staff in meeting rooms or at company events with Audio/Visual equipment for presentations;
- Provide backup coverage for Admin Operations where applicable - A/V equipment, Office Status, printers, phone system, etc.;
- Other duties and responsibilities as assigned from time to time.

Key Requirements:

- Post-secondary degree or diploma in a related discipline, or equivalent experience;
- One (1) plus years of experience in a Technical Support capacity, or similar function;
- Deep understanding of end-user systems configuration;
- Working knowledge of anti-malware principles, solutions and implementations;
- Familiarity with security principles, solutions and implementations;
- Effective interpersonal, communication and presentation skills, both verbally and written;
- Enjoys working collaboratively in a team environment and independently with minimum supervision;
- Meticulous attention to detail, refined organizational and time management skills and the ability to multi-task;



- Proven analytical and problem solving skills with the ability to deal with highly confidential and complex information;
- Proven ability to prioritize competing requirements and deadlines under pressure.

Preferred Experience:

- An MCP/MOS/MCSA for Office and Windows would be an asset;
- A+ certification would be an asset;
- Experience with M365 would be a nice to have.

If this job outline describes you, please email your **résumé** and **cover letter** with **salary expectations** to HRCPABC@bccpa.ca. This posting will remain open until filled.

We thank in advance all candidates who respond; however, only those selected for interviews will be contacted.

Why join our team? CPABC offers an entrepreneurial environment with a competitive compensation package. At CPABC we live our core values:

- *We Are Open*
- *We Work Together*
- *We Communicate*
- *We Improve Every Day*
- *We Are Professional*
- *We Laugh and Celebrate*

About CPABC

The Chartered Professional Accountants of British Columbia (CPABC) is the training, governing, and regulatory body for over 37,000 CPA members and 5,000 CPA students. CPABC carries out its primary mission to protect the public by enforcing the highest professional and ethical standards and contributing to the advancement of public policy. CPAs are recognized internationally for bringing superior financial expertise, strategic thinking, business insight, and leadership to organizations. CPABC was presented with a BC Top Employer award for 2020.