

Position: External IT Support Specialist (Co-Op)
Reports to: Manager, Applications Development
Contract type: 8-month Co-Op Term (September 2023 start)

The Chartered Professional Accountants of British Columbia (CPABC) is seeking a passionate and highly self-motivated individual with excellent customer service and communication skills for the External IT Support Specialist (Co-Op) role. We are proudly recognized as one of BC's Top Employers for 2023.. Come join a collaborative network of like-minded professionals and take the first step towards an exciting new opportunity by applying to the position.

Job Summary

This is a great, entry- level opportunity for individuals who are looking to gain experience in the IT field. Working with the Manager, Applications Support, the incumbent will provide technical support over the phone or via e-mail to CPABC's Members and Students. The incumbent will assist our members and students to access the online services we provide to them.

Key Responsibilities:

External Support

- Helping members and students access our services and guiding them through any process they may need assistance with;
- Logging each of the calls using a Helpdesk solution;
- Alerting management when there are significant issues (errors with the system, unexpectedly high call volumes; repeated trouble reports for a specific issue in a short time, etc.).
- Updating External Support Manual to ensure that it is updated and reflect the current supporting process.

Quality Assurance Assistance

- Assisting with the testing of new or modified software applications;
- Perform other IT related job assignments as they assigned.

Internal Support

- Providing support to staff, as directed by the Internal Support Team including:
 - Providing level 1 hardware and software support for internal staff as directed;
 - Investigate, identify, and resolve hardware and software problems for PC's and servers;
 - Assisting the internal service desk with assigned incidents and provide technical support to employees using software packages on the network;
 - Assisting with installation and maintenance of computers, servers, network hardware and software;
 - Assisting with special projects and other related IT activities.
- (Note: Internal Support involving hardware related activities will be less likely while we are in a remote work setup)

Key Requirements:

- Working towards Computer Science post-secondary degree / diploma, or equivalent;
- Minimum one (1) year's experience in a customer service role or equivalent;
- Advanced knowledge of computer/network hardware and software will be an asset;
- Excellent interpersonal and communication skills, both verbally and written;
- Strong customer service skills with the ability to communicate professionally with members and non-members in person, email or telephone;



- Ability to work collaboratively as a key member of a team and independently with minimum supervision;
- Meticulous attention to detail, refined organizational skills and the ability to multi-task;
- Proven ability to prioritize competing requirements and deadlines under pressure.

If this job outline describes you, please apply with your résumé and cover letter. This job will remain posted until it is 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 almost 39,000 CPA members and 6,000 CPA students and candidates. 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 four consecutive years, including 2023.