



## **CAREER OPPORTUNITY IT ANALYST (TERM PART-TIME)**

### **ABOUT THE JOB**

The Canadian Mental Health Association, BC Division is looking for a part time/temporary Information Technology (IT) Analyst. The position is for 20 hours per week with an anticipated end date of January 31, 2022, with the possibility of an extension.

Reporting to the Information Technology Manager IT Analyst performs information systems duties related to the installation and support of computer systems, networks, databases, hardware, and software.

This role will provide technical assistance and support to CMHA users, and remote offices related to computer systems, hardware and software and is responsible for the maintenance and administration of systems.

### **In this role you will:**

- Duties and responsibilities include but are not limited to:
- Participate in projects which involve managing and maintaining current deployed systems including Active Directory and Exchange.
- Provide Tier II Support for all IT Products and Services to Internal users
- Imaging and configuration of end user windows machines
- Management of phones through MDM
- Installing and troubleshooting approved applications
- Active directory management of user and computer objects such as adding groups, deleting objects and moving objects into OUs
- Identify, recommend and implement new technologies that offer business improvements, and support decision-making for future hardware and/or software acquisition
- Recommend improvements to enhance technical capabilities of the system and reduce operating costs
- Design, develop, implement, sustain and document an effective maintenance program for systems related to user management
- Implement a system to track record keeping issues including user and resource accounts in AD and Exchange
- Handle issues escalated from first level support specialists and provide direction to build their capacity to maintain consistency in AD, Exchange and ITSM Tool.
- Identify any improvements that can strengthen the integrity of the records in CMHA systems and provide inputs to the management
- Identify and escalate issues requiring urgent attention or a higher level of knowledge
- Conducts training programs and trains users in the operation of computer equipment and the use of software applications.
- Prepares and maintains a variety of documentation and reports such as user guides and procedure manuals.
- Other tasks and duties as assigned by the IT Manager.

### **What you will bring to the role:**

#### **Education and Experience**

- Diploma in Computer Science or an equivalent combination of education, training and experience;
- 3 years' experience in managing both windows-based networks, connectivity and IT systems and network administration;
- 3 years hands on experience supporting Windows 2016/2019 platforms, including Active Directory
- Working knowledge of Active Directory/DNS/DHCP/Group Policies

- Working knowledge of Wide Area Networking, VPNs, TCIP, routing
- ERP applications support experience is a plus
- Experience creating detailed systems and operational documentation
- Installing and configuring computer hardware, software, systems, networks, printers, and scanners
- Demonstrated customer service skills over the phone, including the ability to handle challenging issues in a professional manner.

### **Skills**

- Ability to work independently and as part of the team and to communicate effectively both orally and in writing.
- Ability to manage stress and pressure inherent to IT support
- Ability and willingness to learn/expand knowledge continually
- Ability to manage and prioritize, effectively, multiple competing tasks and initiatives.
- Ability to lift 50 pounds regularly.

### **Working Conditions**

- The IT Analyst position is located in downtown Vancouver, and we offer a flexible work environment.
- Most work is accomplished during usual business hours however; the successful candidate will need to maintain some flexible scheduling. Travel may be required.
- The IT Analyst is a unionized position under the The Health Services and Support – Community Subsector Association, IT Administrator 2, Grid 42.
- A new vaccination policy is under review and employees who are not exempt will be required to provide proof of vaccination to work from our offices as of November 22, 2021

### **HOW TO APPLY:**

Please submit your resume along with a cover letter, clearly documenting how you satisfy the requirements outlined in this job posting to [cmha.careers@cmha.bc.ca](mailto:cmha.careers@cmha.bc.ca) by 5 p.m. October 21, 2021. We regret that only short-listed candidates will be contacted to schedule an interview.

*We are an equity employer and encourage applications from persons with disabilities, members of visible minorities, First Nations, Inuit, and Metis people, people of all sexual orientation and genders, and others who may contribute to our further diversification.*