



## The YMCA of Greater Vancouver Employment Opportunity

<b>Date Posted:</b>	December 21, 2017
<b>Position Title:</b>	Coordinator, Information Systems
<b>Location:</b>	Joyce YMCA: Vancouver, BC
<b>Terms:</b>	Permanent Full-Time: 35 hours/week
<b>Salary:</b>	\$35,000 - \$42,000
<b>Start Date:</b>	As soon as possible
<b>Reports to:</b>	Manager, Information Systems

### **Situation:**

The YMCA of Greater Vancouver is a charity dedicated to strengthening the foundations of community, by nurturing the potential of children, teens & young adults, promoting healthy lifestyles, fostering a sense of social responsibility and delivering lasting personal & social change. We are building a community in which a generation of children and families reach their full potential. Our values guide our decision-making and behaviour—we do the right thing, put people first, keep our promises and lead by example.

For over 130 years, we have been part of the community, a place where people of every age and background find the support they need to grow in spirit, mind and body. One of the Lower Mainland's leading charities, the YMCA of Greater Vancouver provides services in health, fitness & aquatics, child care, camping, employment & community services to over 120,000 participants annually.

### **Nature & Scope:**

Working collaboratively within the 6-person Information Systems team at the Joyce Street YMCA, the Information Systems Coordinator is responsible for (a) providing customer-focused technical support to YMCA staff and volunteers and (b) provisioning/deprovisioning of email accounts, network access, phones and voice mail. This person also provides support for communication, collaboration, and audiovisual technologies – as well as peripherals including printers and mobile devices. The Information Systems Coordinator may also assist with hardware/software deployment, inventory management, and general IT wizardry.

The Information Systems architecture includes over 1100 users and 300 workstations, supporting 200+ program locations. Nine core sites are connected via a wide-area network. Workstation operating systems are primarily Windows 7 and 10, with some Macintosh systems. Core network systems include Microsoft Office 365, Active Directory, Citrix, and Cisco Call Manager. Standard application software consists of Microsoft Office 2010/2016 and various core business applications.

### **Major Responsibilities:**

- Handle support requests and provide exceptional customer service to YMCA staff and volunteers
- Diagnose and resolve problems both remotely and in-person, escalate when necessary, and document status and actions taken in ticket system
- Provision/deprovision email accounts, network access, phones and voice mail for on/off-boarding of users
- Provide support for communication, collaboration, and audiovisual technologies
- Provide support for peripherals including printers and mobile devices
- Provide occasional onsite support in various locations throughout the Lower Mainland / Sunshine Coast
- Assist with deployment of hardware/software and maintaining an inventory of equipment and licenses
- Assist with supporting phone systems (mobile and wired)
- Maintain up-to-date knowledge of current information technology techniques and tools
- Support YMCA philanthropy initiatives
- Perform other related duties as required
- The successful applicant may be required to work evening and weekend shifts, and will be responsible for on-call support outside of office hours on a rotating basis.

**Qualifications:**

- Ability to support users face-to-face and via telephone/screen-sharing technologies
- Proven effectiveness building relationships with internal and external customers and suppliers
- Excellent written and verbal English communication
- Attention to detail; ability to plan, organize, prioritize, and quickly make decisions
- Ability to work independently and in cooperation with others
- Solid knowledge of Microsoft Office applications suite, Windows 7/Windows 10, Adobe Acrobat
- Experience with Office 365 and communication/collaboration technologies
- Familiarity with basic computer/network troubleshooting techniques and concepts such TCP/IP, file servers and user management in an Active Directory enterprise environment an asset
- Valid Class 5 Driver's License and regular access to a vehicle
- Successful candidates will be required to provide a current and satisfactory Criminal Reference Check/Vulnerability Sector Search issued no later than six (6) months preceding your start date
- Three (3) professional or job-related references

**Competencies:**

In addition to bringing a commitment to the YMCA's vision, mission, values and service, the candidate should possess the following competencies:

- *Commitment to organization and values:* Demonstrates and promotes a personal understanding of and appreciation for the mission, vision, outcomes and values of the YMCA.
- *Communication:* Communicates in a thorough, clear and timely manner.
- *Service Orientation:* Deliberately identifies and creates opportunities to enhance every person's YMCA experience, ensures service standards are followed and implemented.
- *Teamwork:* The ability to work effectively with others to achieve optimal results.
- *Results Oriented:* Manage and lead to achieve and exceed identified goals.

**Application Process:**

**Internal Applicants:** Internal applicants should inform their supervisor prior to application. Complete online application using the following link:

[https://workforcenow.adp.com/myportal/ess/recruitment/internalPostingPreview.faces?client=ymcagv&jobId=139105&lang=en\\_CA&source=CC2](https://workforcenow.adp.com/myportal/ess/recruitment/internalPostingPreview.faces?client=ymcagv&jobId=139105&lang=en_CA&source=CC2)

**External Applicants:** Complete online application using the following link:

[https://workforcenow.adp.com/jobs/apply/posting.html?client=ymcagv&jobId=139105&lang=en\\_CA&source=CC3](https://workforcenow.adp.com/jobs/apply/posting.html?client=ymcagv&jobId=139105&lang=en_CA&source=CC3)

**Application deadline: 6:00pm, January 21, 2017**



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*Thank you for your interest and application  
Due to the high volume of applications received, only short-listed candidates will be contacted.*