WORK FOR HEU!

Systems Administrator

Application Deadline: October 13, 2023

Are you a skilled advocate interested in working for a progressive health care union with a large and diverse membership, and a broad social justice mandate?

The Hospital Employees' Union (HEU) is looking for an experienced individual to fill the regular full-time position of Systems Administrator at our provincial office in Burnaby, British Columbia.

Reporting to the Director of IT, the Systems Administrator will provide support, troubleshooting, and maintenance of HEU's technology systems, through the maintenance of computer software and hardware. This position provides a support level of service through internal staff services.

Qualifications and Experience

- As a helpdesk liaison provides first-line troubleshooting and application support for the computer hardware, software, telephone system, and peripheral equipment used by the HEU.

- Respond to trouble calls, making on-site visits, including regional offices as required.

- Build processes and procedures for computer software and hardware installations, maintenance, and standards.

- Help to ensure system security with emphasis on system backups under the guidance and discretion of the Director of IT and the Coordinator of Finance.

- Manages and maintains IT services, computer hardware and software, phone systems, account security, and policy.

- Work with more senior analysts in the maintenance of technology systems as required.

- Plan for and provide training for staff members.

- Assist staff in supporting all business processes with an emphasis on data accuracy.

- This position requires a comprehensive and current knowledge of the union's general objectives, policies, and structure.

- Superior level knowledge and experience with supporting computer operating systems and applications with emphasis on MS Windows and Microsoft Office.

- Ability to exercise initiative and independent judgement.

- Working level knowledge and support for active directory.

- Working level knowledge of networking hardware and software with emphasis on the TCP/IP suite of protocols.

- Superior troubleshooting knowledge with 3 or more years in a helpdesk environment.

- Maintains hardware and software inventory control and records.

- Willingness to share knowledge, experience, and responsibilities as a team player.

- Superior interpersonal and communication skills.

- Ability to travel.

- Completion of Grade 12 including or supplemented by post-secondary courses, and training in computer technologies.

- Three years related experience or an equivalent combination of education, training, and experience.

- Microsoft certification would be an asset.

Working Conditions

May be required to work some evenings and weekends and may be required to travel.

To Apply

Please email your resume including your local, updated address and a detailed letter, outlining how you meet the qualifications and experience criteria for the position, to
jobapplication@heu.org
(subject line: Systems Administrator - Your Name) **by October 13, 2023.**

Selection Process

Only candidates who demonstrate they meet all the qualifications and experience criteria will be interviewed/tested.

Candidates who are not successful in the interview/testing will be notified by email and will, upon request, be provided with feedback on their performance in the interview process.

HEU is an equal-opportunity employer. We are committed to being a workplace that is free of discrimination, values diversity, and is representative of the communities we serve.

We strongly encourage applications from members who identify as Indigenous, people of colour, women, people with disabilities, and 2SLGBTQ+.

If you have any questions, please email them to jobapplication@heu.org.