
Position Title:	User Support Technician
Department:	Information Technology (IT)
Reports to:	IT Manager
Contract Length:	Up to 16 weeks

Join our Team

Impact North Shore has provided services to the North Shore community for over 30 years. We are a mid-sized for-purpose, social impact organization creating opportunities for success for im/migrants and newcomers. We believe everyone thrives in strong communities and that all people have the right to fairness, equality, and dignity. We believe in the strength and capacity of newcomers to succeed, and we are dedicated to creating links for meaningful connections. Develop your skills and join our passionate, welcoming, and dynamic team as we collaborate to build equitable communities.

Summary

This is a Service Canada – Summer Jobs position. The successful candidate must be a youth aged 15 to 30 years. Under the direction of the IT Manager, the User Support Technician will support the frontline implementation of organizational IT policies, procedures, and security standards. The role will also be responsible for providing assistance, advice, and training to staff in response to technological difficulties and identified challenges. This opportunity is ideal for a student completing post-secondary IT coursework seeking to ensure employment readiness through developing critical labour market skill sets like client service, digital literacy, teamwork, communication, and leadership.

Key Responsibilities

- Supports the frontline implementation of organizational IT policies, procedures, and security standards
- Communicates with staff who may be experiencing technological difficulties in order to diagnose problems and provide basic technical solutions and supports
- Provides advice and training to staff in response to identified challenges
- Identifies and consults user guides, technical manuals, and other documents to research and implement technological solutions
- Collaborate with the entire IT team for best practices and creative solutions to problems.

- Assist with testing AI systems, software tools, and security protocols to ensure proper functionality, performance, and security. This includes conducting functional and security tests, identifying vulnerabilities, analyzing results, and reporting any issues or bugs for improvement.
- Decommission outdated or obsolete devices, software, and systems in accordance with company procedures.
- Sanitize data from hardware, devices, and systems being retired or repurposed, ensuring secure data sanitization in compliance with funder and company policies.
- Document all relevant information before disposing of retired devices and ensure that all data is wiped following secure and effective methods.
- Dispose of devices in compliance with data security policies and contact third-party organizations to process donations in accordance with organizational guidelines.
- Manage and track IT hardware, software, network, and equipment inventory, ensuring devices are properly recorded and maintained.
- Deploy, maintain, upgrade, and support IT systems, software applications, and end-user devices to ensure optimal usability and security.
- Perform Wi-Fi testing to assess coverage, strength, and connectivity in office spaces and remote work environments. Troubleshoot Wi-Fi connectivity issues and suggest improvements to network configurations for optimal performance.
- Log and track technical support request in a ticketing system.
- Develop and deliver training on the effective use of devices, software, systems, and network tools for staff.
- Create learning resources, including how-to guides, video tutorials, and troubleshooting documents, to help user better utilize technology.
- Provide first-level technical support services for desktop computers, laptops, smartphones, tablets, printers, VoIP phones, and other IT equipment.
- Troubleshoot software and hardware issues to provide timely and effective solutions to users.
- Assist with the setup and delivery of online or in-person events and workshops, ensuring all technical aspects (e.g., video conferencing, screen sharing) run smoothly.
- Provide ongoing support to staff by resolving user issues efficiently and professionally.
- Support the deployment and configuration of Power Automate workflows to improve business process efficiency and automate repetitive tasks.
- Support the configuration and management of Autopilot for Windows 11 provisioning, device setup and automation.
- Other duties as assigned by IT Manager

Key Competencies

- **Values.** Behaves consistently with clear personal values that complement Impact North Shore's values of excellence, diversity, and respect.
- **Integrity & Ethics.** Ensures integrity in personal and organizational practices. Builds a respectful and client-centered workplace.
- **Innovation.** Thinks creatively; is open to new ideas and technologies. Is committed to developing effective and new approaches to service excellence. Is flexible and adaptable to meeting changing demands of clients, funders, and other stakeholders.
- **Accountability.** Accepts and creates a culture of accountability; fosters personal growth; takes personal ownership. Is self-aware and demonstrates a commitment to ongoing learning and continual improvement. Assesses risk and develops risk mitigation strategies.
- **Engagement.** Shows a passion for the job and the mission of Impact North Shore.
- **Effective Communication.** Fosters open communication, listens to others, speaks effectively, and prepares written communication so that messages are clearly understood.
- **Organized & Efficient.** Plans ahead and works in a systematic and organized way. Follows directions and procedures and ensures deliverables are met on time and according to agreed standards.

Qualifications

- This is a Service Canada – Summer Jobs Position and the successful candidate must be a youth aged 15 to 30 years
- Strong technical knowledge of Microsoft 365. Familiar with MDM system or Power APPs is an asset
- Technical knowledge of network, infrastructure, end-user, and Cloud technologies.
- Knowledge of IT Security and organizational cybersecurity trends and practices.
- Ability to translate technical concepts into plain language.
- Ability to work independently and with a team under time pressure to meet deadlines and balance multiple priorities.
- Ability to investigate and analyze issues in order to diagnose problems, as well as resolve issues in a timely manner. This includes the ability to communicate clearly with users to obtain information for diagnostics and implement steps to fix issues.
- Ability to build and maintain working relationships across departments/programs and digital literacy levels.

- Flexibility and ability to thrive in an environment with emerging needs, changing conditions, and competing deadlines.

Additional Information

- Wage: \$26.78 per hour, plus 4% vacation pay
- Work Schedule: 35 hours per week (schedule may vary)
- Contract length: up to 16 weeks
- Anticipated Start Date: May 4, 2026
- Work Environment: This position is in-office only from Monday to Friday in our North Vancouver location.

Application Instructions

This position will remain posted until filled. Please apply only once for this specific opening by submitting resumes and cover letters via email to hr@impactnorthshore.ca using "User Support Technician" – in the subject line and indicate where you found this job posting in your application email.

Impact North Shore is an equal opportunity employer. Thank you for your interest, only short-listed applicants will be contacted. No phone calls please.