

<b>Job title:</b>	IT Support Specialist
<b>Departments:</b>	Centre for Health Evaluation and Outcome Sciences (CHÉOS) & CIHR Canadian HIV Trials Network (CTN) at Providence Research (PR)
<b>Location:</b>	St. Paul's Hospital, Vancouver, BC
<b>Salary/Benefits:</b>	Salary commensurate with experience; competitive benefits package including four weeks of paid vacation to start, extended health and dental plans, and membership in the Municipal Pension Plan; flexible work schedule and hybrid options may be available
<b>Desired Start Date:</b>	As soon as possible
<b>Full/Part-time:</b>	Full-time (37.5 hours/week)
<b>Position status:</b>	This is an ongoing, regular-status Providence Health Care position (union-excluded); however, all research positions are dependent on grant funding
<b>Application Closing Date:</b>	Open until filled
<b>How to Apply:</b>	Interested candidates should email their resume with cover letter to <a href="mailto:hr@cheos.ubc.ca">hr@cheos.ubc.ca</a>

*Equity and diversity are essential to research and academic excellence. An open and diverse community fosters the inclusion of voices that have been underrepresented or discouraged. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or a person who identifies as First Nation, Metis, Inuit, or Indigenous. CHÉOS/CTN welcomes a broad range of applicants and accommodations are available for candidates taking part in all aspects of the selection process.*

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## Who We Are

Bridging the gap between data, research, and care, [CHÉOS](#) is a collaboration between cross-disciplinary scientists and expert research staff evaluating the effectiveness of health interventions at the population level.

The [CTN](#) is a collaborative network committed to generating knowledge on the prevention, treatment, and management of HIV, hepatitis C, and other sexually transmitted and blood-borne infections (STBBIs) through the conduct of scientifically sound clinical trials, research, and other interventions.

From assessing the cost-effectiveness of a new drug or treatment option to informing policy decisions that change how care is delivered, CHÉOS and the CTN seek to improve health outcomes for all.

### **Our Commitment to You**

At CHÉOS and the CTN, we are committed to providing an inclusive, dynamic, and cooperative work environment in which all members are encouraged to pursue personal and professional growth. We offer a competitive salary, and excellent benefits, including:

- A minimum of 4 weeks paid vacation annually (prorated for part-time staff)
- Paid time off between the December and January statutory holidays
- Other paid leaves to support work/life balance
- Extended health and dental plans
- Membership in the Municipal Pension Plan with employer contributions

### **The Role**

The IT Support Specialist is responsible for the successful resolution of service requests and incidents. Key aspects of the work include:

- Supporting end users in hardware and software services, including workstation installation and upgrades; responding to help desk requests.
- Installing, removing, and repairing equipment and maintaining a hardware/software inventory.
- Managing end user accounts, permissions, access rights, and storage allocations.
- Practicing server asset management, including maintenance of server component inventory and related documentation and technical specifications information.
- Recommending, scheduling, and performing software and hardware upgrades, patches, reconfigurations, and system backups.
- Supporting VPN remote access, MS Exchange server, and MS Teams.
- Assisting with special projects and the maintenance of the policies and procedures manual.

### **Your Skills and Qualifications**

- A diploma or degree in computer science, information systems, or systems administration plus 2 years of experience in the field, or the equivalent combination of education and experience.
- Thorough knowledge of Microsoft Windows and Macintosh computing environments.
- Excellent written and verbal communication skills, including a 'customer service' focus.
- Ability to work independently with minimal supervision and deliver high quality results.
- Capacity to adapt quickly and work well in a fast-paced and diverse team environment.

### **Covid-19 Vaccine Mandate**

This position is located within a health-care facility. Therefore, this position requires successful verification of full vaccination against Covid-19 provided prior to the start date, as required by the provincial health mandate.