

Job Description

Position Title: IT Support Specialist

Reporting To: Supervisor, Information Technology

Role Summary:

The IT Support Specialist position will support the Information Technology team in day-to-day operational requirements for the VAA. The IT Support Specialist is a union position reporting to the IT Supervisor and will normally work a 37.5 hour work week during regular administration office hours. Some after-hours emergency support and regular scheduled maintenance may be required.

Description of Duties:

- Respond to help desk inquiries and triage if necessary;
- Set up new employees with computers, phones, passwords and other requirements;
- Support all employee devices such as computers, hardware/software, printers and mobile phones;
- Check-in kiosk maintenance and troubleshooting;
- Manage and maintain VAA workstations and network devices including:
 - DHCP, DNS, TCP/IP, Active Directory and Group Policy administration;
 - Backups, both local and offsite, and related maintenance;
 - VMWare.
- Provide software support and maintenance in areas such as:
 - MS Server 2016 and higher;
 - Antivirus/Anti-Spam and related;
 - Common Use Self Service kiosks;
 - Basic network assistance;
 - Web based software tools (website and related Vortex applications);
 - Other VAA software and hardware as required

- Provide software support and training in areas such as:
 - MS Windows 10 and 11
 - Microsoft Office 365;
 - Flight Information Display system (FIDS);
 - Mobile devices and Mobile Device Management (MDM).
- Provide input to system improvements within the IT infrastructure, processes and services;
- Assist all stakeholders with a customer service mindset;
- Be an active participant within the IT department contributing in meetings and projects;
- Write and update technical documentation including: procedures, diagrams, maps and 'how to' documents;
- Maintain operational and technology inventory, both through physical counts and software control;
- Take personal responsibility for VAA's Safety Management System, safety related issues and integrate into daily work activities;
- Perform other related maintenance or support tasks and duties.

Knowledge, Skills, Abilities, and Personal Characteristics:

- Completion of Grade 12 and additional IT related training or courses
- Three years in general IT support role;
- Class 5 British Columbia Drivers License;
- Security: Must pass and maintain enhanced Airport security clearance as a condition of employment;
- Excellent customer service and interpersonal skills and the ability to communicate effectively;
- Excellent prioritization and organizational skills and the ability to work under deadlines with conflicting demands;
- Ability to be tactful, demonstrate excellent judgement, and work as a positive, collaborative team member;
- Enthusiastic, energetic, and the ability to be a self-starter and work independently;
- Able to stand on ladders up to 12' and be comfortable lifting up to 50 lbs.