COMMUNITY BUILDERS

IT Systems Specialist (Union Excluded)

Job Summary

The Community Builders Group is a non-profit organization seeking a Full-Time **IT Systems Specialist**. Reporting to the IT Manager, this hands-on role keeps our head office, shelter, supportive housing and respite sites running. The IT Systems Specialist visits sites, maintains cameras, staff computers, printers and phones, works the IT ticket queue, manages our internet and telecom providers, and supports the IT Manager on projects and day-to-day operations.

Schedule: Monday to Friday, 9 am to 5 pm

Position Type: Full Time

Reports To: IT Manager

Annual Salary: $52,000-$62,000

Functions and Responsibilities

Site Support

- Visit Community Builders' sites to set up, repair and maintain staff computers, printers, desk phones and mobile devices.
- Handle equipment setups, moves and replacements, including new site openings.

Systems Upkeep

- Maintain IP cameras, door access systems and site network equipment (switches, access points and cabling), escalating complex issues to vendors.
- Keep devices patched and secure using our remote monitoring and Intune device management tools, including enrolling staff phones.

Helpdesk and Accounts

- Respond to and resolve IT tickets, remotely and onsite, keeping clear records of work completed.
- Assist with onboarding and offboarding employees, including account setup in Entra ID and the Microsoft 365 admin center, licensing, and device enrollment and setup through Intune.
- Help staff with day-to-day IT questions and basic cybersecurity awareness.

Vendors and Service Providers

- Act as the main contact for internet, mobility and phone carriers, including bulk and site accounts, service changes and technician visits.

Purchasing and Records

- Order IT equipment and supplies, and help track IT spending and grant purchases.
- Maintain the IT asset inventory and keep site documentation up to date.

Supporting the IT Manager

- Assist the IT Manager with projects, systems administration and other duties as assigned.
- Support internally hosted applications and servers, including Docker, PostgreSQL, Windows Server, Sage 50 and Sage 300.
- Provide IT coverage when the IT Manager is away.

Approximately 50 to 60% of work time will be spent onsite across Community Builders' sites in Vancouver. Mileage for site travel is reimbursed.

Work Environment / Nature of Role

1. Work will take place across a variety of **community-focused sites**, including low-barrier residences, supportive housing, and medical or client service locations.
2. The role requires comfort navigating **high-need environments** and interacting professionally with a **diverse client population**.
3. Our sites operate 24 hours a day, so occasional after-hours or weekend support may be required.

Education, Training & Experience

Required

1. Diploma or degree in Information Technology, Computer Science, or a related field.
2. Minimum of one (1) to two (2) years of IT support experience, including helpdesk and onsite support.
3. At least one current IT certification: CCNA, CompTIA A+, CompTIA Network+ or CompTIA Security+.
4. Experience with Microsoft 365 user and device administration.
5. Basic understanding of networking (LAN, Wi-Fi) and cybersecurity best practices.
6. Experience with a ticketing system, preferably Zammad.
7. Experience supporting Sage 50 and Sage 300.
8. Working knowledge of databases and SQL, including PostgreSQL.
9. Working knowledge of Docker.
10. Ability to travel between various worksites as required. If driving for work purposes, a valid BC driver's license and appropriate vehicle insurance are required.
11. Physically able to lift and carry up to 50 pounds (23 kg) of equipment.
12. Successful completion of a criminal record check, including a vulnerable sector check.

Nice to Have

1. Camera systems such as OpenEye, Hikvision (iVMS-4200) or Lorex.
2. Key card/access systems such as DormaKaba, Atrium or Keypass.
3. Network platforms such as Cisco Meraki and TP-Link Omada Cloud.
4. Tactical RMM or other remote monitoring and management tools.
5. Windows Server 2022/2025.
6. SharePoint administration.
7. Portainer and Nginx Proxy Manager.
8. Experience working with telecom and internet providers such as Rogers or TELUS.

9. AI literacy and responsible AI use: working knowledge of AI productivity tools (such as Microsoft Copilot, ChatGPT or Claude), and how to apply guardrails, protect sensitive data and follow AI safety practices.

Competencies

1. Excellent communication skills; able to explain technical issues and their solutions clearly to non-technical employees.
2. A structured approach to troubleshooting using the DIRT method: Determine the problem, Investigate the cause, Repair or Resolve, and Test the fix.
3. Self-directed and accountable; able to manage their own workload, make sound decisions and see issues through to resolution with minimal supervision.
4. Willingness and drive to test, learn and implement new systems and projects.
5. Adaptable and flexible, comfortable moving between helpdesk tickets, site visits, equipment installations and vendor coordination.
6. Detail-oriented and organized, with a habit of documenting work, inventory and site activities.
7. Demonstrated ability to prioritize tasks effectively in a dynamic environment.
8. Proven ability to maintain professionalism, confidentiality and discretion when handling sensitive information.
9. Team player, able to collaborate with IT staff, site personnel and external vendors.
10. Comfortable working in high-need, client-focused environments, including supportive housing, medical and residential sites.

What We Offer

1. Cell phone reimbursement of 40% of your monthly plan.
2. Mileage reimbursement for site travel.
3. Standard vacation package.