COMMUNITY BUILDERS

IT Field Technician (Union Excluded)

Job Summary

The Community Builders Group is a non-profit organization seeking a Full-Time **IT Field Technician**. This is a hands-on, on-the-road role for someone who enjoys fixing things in person. Reporting to the IT Manager, the IT Field Technician travels to our shelter, supportive housing and respite sites to repair and replace computers, cameras and network equipment, looks after our IT ticketing system, and helps new staff get set up and comfortable with our systems.

Schedule: Monday to Friday, 9 am to 5 pm

Position Type: Full Time

Reports To: IT Manager

Annual Salary: $40,000- $50,000

Functions and Responsibilities

Field Support

- Travel to Community Builders' sites to repair, replace and set up staff computers, printers, desk and mobile phones, cameras and network equipment.
- Troubleshoot hardware, connectivity and camera issues onsite, escalating complex problems to the IT team or vendors.
- Provide basic first-line support for door access systems, escalating to vendors as needed.

Ticketing and Helpdesk

- Monitor and manage CBG's IT ticketing system, responding to requests promptly and keeping tickets updated through to resolution.
- Provide remote and in-office support for day-to-day IT issues.
- Handle basic security requests such as password resets and MFA setup, and help staff spot and report phishing.
- Use our remote monitoring (RMM) tools for remote fixes, and log equipment in the asset inventory.

Staff Onboarding

- Onboard new staff on CBG's IT policies and systems, and help them get comfortable with their devices and accounts.
- Assist with account and device setup in Microsoft Azure, Entra ID, Intune and Microsoft 365.

Internet and Service Providers

- Communicate with internet and telecom providers such as Rogers and TELUS, opening and following up on service tickets through to resolution.

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- Assist sites with our bulk and hospitality accounts, including TV box orders and onsite internet issues.

General

- Check in with the IT Manager regularly with progress updates and any site issues.
- Work closely with the IT Systems Specialist, who handles escalations and systems administration.
- Keep records of site work and equipment up to date.
- Perform other related duties as assigned.

Approximately 80% of work time will be spent in the field at Community Builders' sites in Vancouver, and 20% in the office.

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 certificate in Information Technology or a related field, or an equivalent combination of education and experience.
2. A Microsoft Azure certification (such as AZ-900 Azure Fundamentals).
3. At least one CompTIA certification: A+, Network+ or Security+.
4. Solid understanding of internet connectivity and networking (LAN, Wi-Fi, routers, switches and access points).
5. Valid Class 5 BC Driver's License, a reliable vehicle and appropriate insurance for frequent site travel.
6. Physically able to lift and carry up to 50 pounds (23 kg) of equipment.
7. Successful completion of a criminal record check, including a vulnerable sector check.

Nice to Have

1. Previous helpdesk or field support experience.
2. Experience with camera systems such as OpenEye, Hikvision or Lorex.
3. Experience with a ticketing system, such as Zammad.

Competencies

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1. Strong verbal and written communication skills, including clear ticket notes and explaining issues and solutions to staff in plain language.
2. Patience and understanding when supporting staff of all technical levels.
3. A drive to keep improving, both in their own skills and in how IT supports the organization.
4. Hands-on, self-motivated and comfortable driving between sites throughout the day.
5. Comfortable working in high-need, client-focused environments, including supportive housing, medical and residential sites.
6. Proven ability to maintain professionalism, confidentiality and discretion.

What We Offer

1. Mileage reimbursement for site travel.
2. Cell phone reimbursement of up to 40% of your monthly plan.
3. Standard vacation package.
4. Parking reimbursement for site visits.
5. Work laptop and tools provided.