

## **Information Technology Specialist**

**Vancouver, British Columbia**

### **About FPInnovations**

FPInnovations is among the world's largest private, non-profit research centers working in forest research. The organization helps the Canadian forest industry to develop pathbreaking solutions based on the unique attributes of Canada's forest resources, favoring a sustainable development approach and taking full advantage of the industry's considerable scientific, technological and commercial capital.

### **Description**

Under the direction of the Team Leader, Customer Service, the Information Technology Specialist is responsible for supporting and delivering IT services to the organization's internal clients. He ensures that equipment and software are kept operational and in good condition, that problems related to FPInnovations' technology are resolved quickly and that a secure computer environment is maintained.

### **Responsibilities**

- The Information Technology Specialist, as a member of front-line computer services, must project a positive and responsible image to all users.
- He responds to requests from internal clients regarding the use of computer and telecommunication technologies.
- He uses the call centre software to manage his priorities, share the workload with his colleagues and keep track of events affecting IT services.
- He installs, configures and updates user computers, peripherals and software required for FPInnovations' research and communications needs.
- He participates in the development of technical solutions to meet users' general or specific needs.
- He redirects unresolved calls, using established procedures.
- He contributes to the ongoing development of call centre software by offering solutions to improve overall IT services.
- He contributes to improving user efficiency and reducing service calls by ensuring that users are familiar with standard software, either by directly providing the necessary information or by offering appropriate training activities on a larger scale.
- He keeps up to date in his high level of knowledge about established IT solutions.

- He keeps abreast of technological developments and proposes potential computer technologies to increase the efficiency of FPInnovations as a whole and of IT services in particular.

**Qualifications**

- One (1) year of experience in technology support or internship market experience;
- College or university degree in information technology or a related field, or the equivalent in training and experience
- Technical knowledge including standard applications, computers, networks and peripheral systems as well as landline and cellular telephone and videoconferencing systems;
- Excellent verbal and written communication skills in English;
- Strong aptitude for learning new methods, products or tools, either self-taught or through specialized training;
- Ability to work easily in collaboration with others;
- Well-honed organizational and prioritization skills.

*Please note:* The masculine gender has been used here to include the feminine, solely for easier reading and without any discrimination.

**Please submit your resume to:**

[Recruitment\\_recrutement@fpinnovations.ca](mailto:recruitment_recrutement@fpinnovations.ca)

**IMPORTANT: please indicate Reference no. 548 on the subject line.**