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IWA-FIB-PCA

CAREER OPPORTUNITY: SYSTEM SUPPORT ASSISTANT

ABOUT THE PLAN OFFICE OF THE IWA-FOREST INDUSTRY PENSION AND LTD PLANS

Established to support Canadian forestry workers and their families, the IWA-Forest Industry Pension and LTD Plans provide pension and disability benefits and rehabilitation services to members.

With over four billion in assets, 400+ participating employers and more than 70,000 members, the IWA-Forest Industry Pension Plan is one of Canada's top 100 pension funds and is one of the top private sector pension funds in BC. The IWA-Forest Industry LTD Plan was created almost a decade after the pension plan, and now serves over 8,000 members across western Canada.

The plans are intended to supplement government retirement benefits and provide financial protection in the event of illness and injury. They are a valuable part of members' financial security in retirement and beyond. Both plans are administered by the Plan Office, which manages plan assets and benefits.

WE OFFER:

- Full range of benefits include vision, extended health, dental, Health Spending Account
- Defined Benefit Pension Plan
- Nine-Day Fortnight
- Company sponsored Staff Appreciation Day, Christmas Party and social events
- Three weeks' vacation to start
- Transit/parking subsidy
- Central Burnaby location close to transit
- Plus much more....

WHO YOU ARE:

You are a positive, IT savvy individual who has excellent communication and customer service skills that wants to join our IT team in the full-time role of System Support Assistant. The System Support Assistant position is responsible for assisting end-users with hardware and software problems and the smooth running of day-to-day operations of the system.

Some of your responsibilities include:

- Assist users, including Plan staff, trustees, members, and employers on the various computer systems with hardware and software problems, including both employer and member portals. Support can be onsite, remote or virtual.
- Develop training programs and train users on various IT and system topics.

- Maintains and execute tasks according to the schedule of operations, which include printing of T4As, Termination Statements, Annual Statements; generating system payments and reports; print and deliver output to users a scheduled.
- Performs defined computer system data and program retention backup procedures.
- Set up, configure, test, repair (or sent out for repair) and dispose of end-user hardware and any other accessories.
- Install, apply (roll out) updates, security updates, service pack updates, configure test and remove software on the client workstations as directed.
- Set up, review and update security settings, and remove users from the network and database system.
- Liaises with external organizations to ensure that system data is received and sent on a timely basis and that format/media are consistent with the Plan's needs.
- Research technical requirements and costs for software and hardware solutions.
- Maintains and updates inventory of Plan Office hardware (tracking of warranty periods) and software.
- Maintains and updates inventory of Plan Office software licensing (tracking licensing renewal requirements) and ensures compliance.
- Maintains statistics on the operations of the various systems.
- Maintains IT operational and procedural documentations.
- Assists the Director, IT & Operations and others as directed in various facets of implementing projects.
- Acts as a backup to the System Administrator.
- Plus other projects

YOU HAVE/ARE:

- Must possess post-secondary education and a minimum of 1-2 years of systems support experience. Combination of education, certifications and experience will be considered.
- A high degree of initiative, judgement, and discretion especially when dealing with confidential information.
- Strong problem solving, decision making and analytical skills.
- Ability to troubleshoot various computer software and hardware problems.
- Ability to understand and learn new software and operating systems is essential.
- Strong team player and the ability to function in a multi-task environment on a professional and timely basis.
- Excellent written and verbal communication and interpersonal skills, able to effectively communicate with end users.
- Experience in documenting technical environments.
- Experience in providing technical support and training.
- Strong organizational skills with the ability to balance competing priorities and deliver projects and tasks to defined timelines.
- Must have experience with the following:
 - Productivity – Microsoft Office 365
 - Servers - Windows Servers, Active Directory
- Familiar with:
 - Networking - Cisco/Meraki firewall and network devices or similar
 - Storage - EMC storage or similar
 - Virtualization - VMWare line of products including VCentre, VSphere, Horizon Views
 - Backup – EMC Data Domain and Veeam
 - Database – Oracle, SQLServer and MySQL
 - Website – Apache, Linux

ADDITIONAL INFORMATION

The IWA–Forest Industry Pension and LTD Plans are responsible for the management and protection of large amounts of confidential information. All employees are expected to understand the requirements of and act in accordance with provincial privacy laws as well as to adhere to internal controls and policies to ensure confidential information is not revealed to or distributed or discussed with anyone other than as required to perform the duties of the position.

We thank you for your application; however, only successful applicants will be contacted.

HOW TO APPLY

Please forward your resume with cover letter to hr@iwafibp.ca before Friday, **December 3, 2021**.