

Employment opportunity: Helpdesk Technician



Are you a Helpdesk Technician interested in working for a progressive health care union with a large and diverse membership and a broad social justice mandate?

The Hospital Employees' Union is looking for a skilled individual to fill a temporary full-time (12-month term) **Helpdesk Technician** position at its provincial office in Burnaby, British Columbia.

The Role

The Helpdesk Technician is responsible for providing first-level technical support to users across the organization. This role involves troubleshooting hardware, software, and network-related issues, managing service requests, and ensuring timely resolution of IT incidents. The ideal candidate is a proactive problem-solver with strong communication skills and a customer-focused approach. The position reports to the Director of IT.

Principal Duties and Responsibilities

- Serve as the first point of contact for IT support for hardware, software, telephone system and peripheral equipment used by the HEU.
- Is responsible for setting up computers, accessories and mobile devices for new and existing users at HEU.
- Provide technical support for audio/video devices and meeting equipment in the meeting rooms.
- Monitor and respond to IT support requests and escalate the requests to the second level of IT support when needed.
- Handle the shipping and receiving of IT equipment and check in/out of loaner devices.
- Maintain accurate hardware and software inventory control and records.

Required Knowledge, Abilities, and Skills

- Advanced level knowledge and experience with supporting computer hardware, smartphones, computer accessories etc. Working level knowledge and support for Microsoft Windows, Microsoft 365 software and Active Directory and other enterprise applications.
- This position requires a comprehensive and current knowledge of the union's general objectives, policies, and structure.
- Ability to exercise initiative and independent judgement.

- Advanced troubleshooting knowledge with two or more years in a helpdesk environment.
- Willingness to share knowledge, experience and responsibilities as a team player.
- Superior interpersonal and communication skills.

Education, Training, and Experience Requirements

- Completion of Grade 12 including post-secondary training in computer technologies.
- Post-secondary courses in Information Technology or equivalent of combination of training and experience. A diploma would be an asset.
- Microsoft or computer technology certification would be an asset.
- Minimum two years of related experience in a helpdesk or technical support role.
- Experience supporting a multi-user environment (25+ users preferred).

Working Conditions

The position is scheduled to work a nine-day fortnight schedule with one flex day over a two-week period. This position is also expected to be working onsite, Monday-Friday at HEU Provincial Office but may be required to work some evenings and weekends and may require travel.

This is a unionized position. Compensation is based on a collective agreement and includes generous vacation time and benefits, including a defined benefit pension plan. The current annual salary for this position is \$85,596.12.

About HEU

Since 1944, the Hospital Employees' Union has advocated for better working and caring conditions, defended public health care, and stood against privatization. We have a long history as a strong, democratic, progressive, socially conscious union committed to social justice and advancing labour and human rights on a local and global level. We identify and challenge historical and systemic inequities and hear, respect, serve, empower, and advocate for each and every member. Together we fight for fairness, solidarity, equity, inclusion, and understanding, knowing that our members' economic security depends on our success.

HEU is an equal opportunity employer. We are committed to being a workplace that is free of discrimination, values diversity, and is representative of the communities we serve. We encourage applications from qualified people of all equity-seeking groups, including Indigenous persons, Black persons, racialized persons, persons with disabilities, all gender expressions and identities, and sexual orientations.

Interested in working with us? Here is how to apply.

Please send your resume and cover letter to: **Jobapplication@heu.org (subject line: Helpdesk Technician - Your Name) by 5:00 PM, Friday, November 28, 2025.**

Applications will be reviewed as received.

Please note that due to the anticipated volume of applications, we will only be responding to applicants selected for an interview.