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**JOB TITLE**     *Virtual Care and Systems Super User*

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**JOB SUMMARY**

Do you have a passion for technology? A passion for innovation? Want to improve rural health care? Want to interact with hundreds of physicians all around the province? This position may be for you!

The Virtual Care and Systems Super User will work closely with Project Lead(s) and RCCbc Leadership to play a key role in maintaining the organization's technological equipment, ensuring the networks within the organization are efficiently and effectively managed. This role also supports and responds to inquiries/requests for IT related equipment and maintenance. The Virtual Care and Systems Super User will play a critical role in technology onboarding, implementation, and delivery for the Real-Time Virtual Support program (RTVS)!

The ideal candidate will be personable and enjoy interacting with key partners around the province, be interested in finding new and innovative ways to deliver virtual health care, and be able to assist with and provide training for Office 365 applications as well as Zoom.

**ORGANIZATIONAL SUMMARY**

The Rural Coordination Centre of BC (RCCbc) mission is to promote improvement in the health status of people living in the rural communities of British Columbia. The RCCbc serves as a strategic forum that facilitates discussions between Partnership Pentagram Plus (Health Administrators, Policy Makers, Rural Communities, Linked Sectors, Academia and Health Providers) on coordination of rural healthcare services, improvement of effective collaboration, network partnership and leadership and to promote understanding of rural health challenges and opportunities.

## KEY DUTIES AND RESPONSIBILITIES

1. Act as the initial point of contact for all computer and system related inquiries/issues from staff and consultants. Deliver remote and/or in-person technical support and problem solving
2. Training, Onboarding, and Support
  - a. Set up workstations, including new accounts for Microsoft / Zoom / Adobe / Smartsheet, as needed
  - b. Onboarding of new staff for in office use and/or working remotely.
3. Microsoft 365 / Office / Teams Administration
  - a. Setting up new accounts, permissions, security groups
  - b. Configuring default settings
  - c. New user training/orientation to Outlook, Teams, and SharePoint
  - d. Configuring Teams channels and private groups
4. Identify hardware and software solutions; troubleshooting technical issues; diagnosing and repairing faults; resolving network issues; installing, configuring, updating hardware and software.
5. Design, develop and document technical support materials pertaining to computer troubleshooting and usage for general and program specific purposes
6. Implementation and monitoring of account security and compliance
7. Organize and file documentation pertaining to warranties and instructional guides for computer hardware
8. Maintain a working log detailing all required system updates, as well as the date of completion
9. Zoom account administration
10. Proactive in streamlining and automation of internal business processes
11. Improving existing systems/programs by evaluating objectives and specifications, reviewing proposed changes and making recommendations
12. Proactively research and evaluate various IT and Telecommunication solutions; recommend new/ revised service delivery options, technologies, products and services to ensure RCCbc's initiatives are aligned with current best practices, technological trends and upgradeable for future needs.
13. Supporting the Real-Time Virtual Support program (RTVS)
14. Performs other related duties as assigned.

## QUALIFICATIONS

### Education, Training and Experience

- A bachelor's degree in a related field (public health, health care administration, computer science, technology) *or* equivalent experience, alongside a passion for technology and innovation!
- 1-3 years of relevant experience in a customer focused position involving technical knowledge of a company' s products and services

### Competencies

- Excellent interpersonal skills, advanced written and verbal communication, pro-active problem-solving abilities, and a well-demonstrated ability to work with others as part of an interdisciplinary team
- Demonstrated knowledge and ability to work with diverse populations, incorporating diverse perspectives, values, and approaches into planning
- Exceptional attention to detail and an advanced ability to organize information and multi-task/ prioritize in a busy environment
- Manages time effectively and meets ongoing deadlines
- Ability to prioritize and manage several milestones and projects efficiently
- Physical ability to perform the duties of the position

### Key Skills

- Microsoft 365 (administration) – advanced, PowerShell experience considered an asset
- Exchange 365 – intermediate
- SharePoint 365 – intermediate
- Microsoft Teams – advanced
- PowerApps & Power Automate – experience considered an asset
- Zoom – advanced
- Adobe Cloud Administration – intermediate
- PowerBI – experience considered an asset

A successful *Virtual Care and Systems Super User* candidate will be tech-savvy and have a passion for exploring new and emerging solutions. They should have experience in customer service management and strong troubleshooting and critical thinking skills. The candidate may need to be flexible with their working hours to meet the needs of the organization. Experience in teaching or training students in tech is considered a strong asset for any candidate.

### Location: Vancouver, BC

Resumes and cover letter can be sent to Ashley Medwid [amedwid@rccbc.ca](mailto:amedwid@rccbc.ca)