**Practice Improvement Technology Coordinator (IT Support)**

**Position Brief**

The Fraser Northwest (FNW) Division of Family Practice encompasses family physicians and family practices offices in New Westminster, Coquitlam, Port Coquitlam, and Port Moody, B.C. The Practice Improvement Technology Coordinator’s role is to ensure family practices in the FNW Region are using technology in an optimal way and that it is secure. This position is full-time with a flexible schedule that involves working in the Division office, throughout the FNW region, and remotely. This role reports to the Executive Director.

**Job Tasks:**

* Helping to implement new technologies/systems into family practices;
* Work with and support family practices with privacy and security audits;
* Problem-solving and troubleshooting IT issues for Division staff and members;
* Providing excellent and courteous support to family practices in the FNW region;
* Monitoring infrastructure, identifying issues and taking preventative action to ensure business continuity;
* Manage the deployment, monitoring, maintenance, development, upgrade, and support of IT systems including computers, laptops, printers, phones, monitors and tablets.

**Job Requirements/Qualifications:**

* Minimum 2+ years experience in a related IT role;
* Diploma in Computing, IT, or related field;
* Ability to work independently;
* Ability to multitask and prioritize with a high level of organization;
* Traveling to family practices located in the Fraser Northwest region to provide IT services;
* Evening and/or weekend availability may be required.

**Compensation:** $55,000/annually & extended health benefits