2025
® **BC's Top Employers**

JOB POSTING
IT Support Specialist (Casual On-Call)
Competition No. #2025-03
Starting Hourly Rate: $38.61
Classification Band 4

Victoria Airport Authority (VAA) manages and operates Victoria International Airport (YYJ), which is located on the homelands of the W̱SÁNEĆ People whose historical relationship to the land continues to this day. YYJ is the 11th busiest airport in Canada with 1.5 million passengers in 2022. YYJ was rated among one of the top ten most loved airports by CNN Travel and was named best regional airport in North America in 2012, 2014 and 2020 and received the award for Best Hygiene Measures in North America in 2020 and 2021 by Airports Council International. VAA has also been named one of BC's Top Employers each year since 2020.

Career Opportunity:

Are you passionate about technology and eager to make a real impact in a fast-paced, high-energy environment? At **Victoria Airport Authority (VAA)** we don't just keep systems running —we power the cutting-edge technology that keeps passengers, employees, and operations running smoothly and securely.

As an **IT Support Specialist**, you'll be a key member of our Information Technology team, ensuring the seamless operation of critical airport systems. From troubleshooting infrastructure issues to maintaining cyber-security and communication networks, your expertise will directly contribute to safety, efficiency, and innovation at VAA.

No two days are the same at an airport! You'll face new challenges and opportunities to grow your IT expertise everyday, working alongside skilled professionals who value problem-solving, innovation and continuous improvement.

The IT Support Specialist is a union position reporting to the IT Supervisor. Some after-hours emergency support and regular scheduled maintenance may be required.

Requirements:

The ideal candidate will have:
Education & Experience

- Completion of Grade 12 and additional IT related training or courses
- Three years in a general IT support role

Skills and abilities:

- Excellent customer service and interpersonal skills and the ability to communicate effectively
- Excellent prioritization and organizational skills, with the ability to work under deadlines with conflicting demands
- Ability to be tactful, demonstrate excellent judgement, and work as a positive, collaborative team member
- Enthusiastic, energetic, and the ability to be a self-started and work independently
- Able to stand on ladders up to 12' and be comfortable lifting up to 50 lbs.

- Manage and maintain VAA workstations and network devices
- Provide software support and maintenance
- Provide software support and training in areas such as:
    - MS Windows 10 and 11
    - Microsoft 365
    - Flight Information Display system (FIDS)
    - Mobile devices and Mobile Device Management (MDM)
- Be an active participant within the IT Department contributing to meetings and projects

Required Security Clearance
- Within six (6) months of hire the IT Support Specialist must obtain and maintain the appropriate level of Airport Security Clearance (RAIC)**

VAA is part of the federally regulated air transportation sector and employees must abide by any potential future federally mandated health measures (e.g. COVID-19 vaccination/booster shots).

Please refer to the full list of Requirements and Duties as found in the job description on VAA's website.

VAA Values

VAA has an incredibly bright future ahead and its success depends entirely on our team of very talented, dedicated staff. We want to ensure VAA is an environment where our people thrive and is an organization where people are proud to work, where our culture is admired and where career aspirations are fulfilled. At VAA we're proud to be living our Values:

People	We work as a team, supporting and respecting one another to bring out the best in each of us.
Excellence	We lead in safety, quality, and innovation to create exceptional experiences.
Integrity	We ensure that honesty, equity, and accountability are the cornerstones of everything we do.
Community	We foster meaningful relationships through service excellence and responsible stewardship.

Applications:

Join us in shaping the future of airport technology! Interested applicants may submit their Cover Letter and Resume quoting Competition **#2025-03** by **4:00 pm, Friday, March 7th, 2025** by following this link.

VAA is located on the homelands of the W̱SÁNEĆ People and as a result, qualified self-identified Indigenous applicants are encouraged to apply and may be given preference during the recruiting and selection process.

VAA values inclusion and accessibility and is committed to providing reasonable accommodations for applicants and employees with disabilities. If reasonable accommodation is needed to take part in the job application or interview process, please contact humanresources@yyj.ca.

Please ensure your application clearly identifies how you meet the education, experience, and knowledge requirements stated in the job description. Applicants must be legally entitled to work in Canada.

We sincerely appreciate the interest of all applicants; however, only those selected for further consideration will be *contacted.*

*** The Restricted Area Identification Card (RAIC) is a security pass issued by local airport authorities to all non-passengers working in the restricted areas of airports.*