

March 31, 2026



Job Posting#: 05_2026_ADMIN

Nelson CARES Society

Administration

INTERNAL AND EXTERNAL JOB POSTING

Position: Operations & IT Support Coordinator

Classification: Permanent Part-Time

Location: Nelson, BC

Nelson CARES Society is a not-for-profit organization providing advocacy, housing, employment, and support services across the community.

About the Role

The Operations & IT Support Coordinator provides operational, administrative, and technical support to ensure the efficient functioning of Nelson CARES' internal systems and office operations.

Working closely with the Operations Manager and the organization's IT consultant, this position provides first-level IT support, supports system administration (including Microsoft 365 and SharePoint), and assists with managing various internal databases and digital tools used across the organization.

This role is well suited for a highly organized and technically capable individual, including recent graduates with strong digital skills, who are interested in developing their career in operations, systems administration, and nonprofit technology.

What You'll Do

- Provide general operational and administrative support to the Operations Team
- Provide first-level IT support to staff including troubleshooting hardware, software, and basic network issues
- Use the GLPI ticket system to track, document, and prioritize IT requests
- Support administration of Microsoft 365, including email account setup and maintenance
- Assist with administration and maintenance of the organization's SharePoint environment
- Maintain and track IT inventory including computers, peripherals, and office technology
- Maintain the cell phone inventory and tracking system; liaise with TELUS representatives as required
- Assist with the administration and maintenance of various internal databases and software systems
- Support onboarding and offboarding processes by maintaining internal systems access and documentation
- Provide reception backup and front-office support when required
- Maintain accurate digital records and ensure consistent file management across platforms

What You Bring

- Diploma or degree in Information Technology, Business Administration, Office Administration, or a related field, or equivalent experience
- Experience providing administrative, operational, or IT support in an office environment
- Strong technical skills and confidence working with digital systems and software platforms
- Experience with Microsoft 365, including Outlook, Excel, Word, PowerPoint, and SharePoint
- Strong troubleshooting, problem-solving, and organizational skills
- Strong written and verbal communication skills
- Ability to manage multiple requests and interruptions while maintaining accuracy and attention to detail
- Ability to maintain confidentiality and interact respectfully with individuals who may be experiencing crisis
- Experience in nonprofit or social service organizations is an asset
- Recent graduates with strong technical and organizational skills are encouraged to apply

Requirements

- Satisfactory Criminal Record Check (submitted by Nelson CARES upon hiring)

Position Details

- **Hours:** 28 hours/week
- **Schedule:** Tuesday–Friday, 8:00am–4:00pm (1 hour unpaid lunch)
- **Wage:** \$25.20/hour (JES Wage Grid 6, Step 1)
- **Benefits:** Eligible upon successful completion of probation period
- **Start Date:** As soon as possible

How to Apply

Please submit your cover letter, resume, and three professional references to:

operationsmanager@nelsoncares.ca

Please indicate position and job posting number on the subject line

Application Deadline: April 14, 2026

Nelson CARES Society is an equal opportunity employer. Only short-listed external candidates will be contacted.

All internal applicants will be contacted as to the status of their applications.

Position will be filled through a competition/selection process.