



First Nation of Na-Cho Nyäk Dun EMPLOYMENT OPPORTUNITY

COMPETITION #: 9130-24-208-48

Position: INFORMATION SYSTEMS TECHNICIAN

Department: Justice and Governance

Location: Government House, Mayo, Yukon

Status: Regular Indeterminate

Hours: 75 Hours Bi-Weekly

Posting Date: March 25, 2024

Closing Date: April 5, 2024

Job Description: <https://www.nndfn.com>

THE OPPORTUNITY

This position will appeal to someone who has some experience working within information systems within a First Nation organization in providing information technology (IT) support, maintenance and troubleshooting computer information systems ensuring operational functions are performing optimally.

THE PERSON

We are looking for someone who genuinely likes to help and support others in information technology (i.e. computers and equipment) and likes learning and figuring out how to keep our systems up to date, maintained and secure through good record keeping. This person has patience, flexibility and good organizational and communication skills.

QUALIFICATIONS

You will have grade 12 or equivalent, and/ or Information Technology Diploma, Computer Support Technician Certification or Computer Science Diploma; or with a minimum of two years' experience working in a similar position with a desire to achieve certification.

You must be familiar with the use of standard office equipment and have demonstrated computer skills using Microsoft Office and Outlook.

Special Working Conditions

A relevant Criminal Record Check and Class 5 Drivers License is required.

ANNUAL SALARY RANGE: \$ 64, 920.00 - \$ 85, 608.00 Annually [\$ 33.18 - \$ 43.75 /hr]

The FNNND offers a competitive benefits package including shared pension contributions, extended health, and dental plan. This position is provided with a subsidized one-bedroom apartment unit.

If you are interested in this opportunity, please send cover letter and resume to:

Ronalda Moses
Human Resources Adviser
First Nation of Na-Cho Nyäk Dun
Box 220, Mayo, Yukon Y0B 1M0
E-mail: hr@nndfn.com
Phone: 867-996-2265 ext. 121

Please note: In order for your application to be considered you must be a permanent resident of Canada. Preference will be given to First Nation of Na-Cho Nyäk Dun Citizens. Although we thank all those who apply only those selected for further consideration will be contacted.

FIRST NATION OF NA-CHO NYAK DUN (FNNND)

Position Title: Information Systems Technician (IST)
Department: Administration
Supervisor: Information Systems Manager (ISM)
Date: April 2022
Status: Full-Time Indeterminate
Classification: Level 6

Job Summary

The Information Systems Technician (IST) provides first level support and maintenance for FNNND's computer systems to ensure that they function optimally. The IST works with those in the IT department to provide support for any relevant technological work at FNNND. The incumbent completes work such as routine maintenance tasks on the NND computer systems, monitor the performance of the network and troubleshoot any problems such as slow performance or printer malfunction. The position also maintains system security access for NND staff, works with employees who are having problems with computer systems, keeps records of all end users' problems and errors as well as the steps taken to solve the problems.

Main Duties

- Provides assistance to end-users on general technical issues;
- Responds to requests for technical assistance in person, via phone, and electronically;
- Diagnoses and resolves technical hardware and software issues;
- Researches questions using available information resources;
- Advises user on appropriate action and provides adequate training to users;
- Follows standard help desk procedures;
- Logs interactions and administers help desk software;
- Identifies and escalates situations to IT Manager or MSP if technically complex or if it requires urgent attention;
- Maintains the IT inventory;
- Creates and maintains user accounts;
- Provides assistance and backup for server administration;
- Maintains security of systems;
- Participates in the IT budget development;
- Remains abreast of new technology relevant to the project and field(s) of specialization;

- Ensures security of confidential documents by maintaining a secure work area;
- Configures IP phones;
- Develops and implements standard operating procedures and training with regards to IT operations;
- Provides software support for Microsoft Office Suite, and various other software packages;
- Setup, configuration and deployment of new and existing hardware and software;
- Troubleshoots network issues and installing software as required;
- Configures and sets up workstations and printers;
- Ensures all Information Technology Policies and Procedures are followed; and
- Other duties as required.

Qualifications

Education and Experience:

- Grade 12 or equivalent, Information Technology Diploma and/ or Computer Support Technician Certification or Computer Science Diploma;
- And/ or a minimum of two years' experience working in a similar position with a desire to achieve certification;
- Knowledge of the FNNND history, culture, demographics, goals and aspirations; and
- Experience working in a First Nation environment/ community.

Specific Skills:

Incumbent must be knowledgeable of:

- Information Systems;
- Administrative capabilities (Customer service);
- Ability to manage competing prioritizing (i.e. identify inhibitors and escalate technical knowledge gaps to supervisor);
- Communications; and
- MS Office software and operating systems.

Interpersonal Skills:

- Good written and verbal communication skills;
- Strong organizational and time management skills;
- Experience working in a fast pace environment with changing priorities and working deadlines;
- Excellent interpersonal skills and the ability to work with a variety of personality types;
- Ability to problem solve and manage stress effectively;
- Experience working independently and as part of a team;

- Must demonstrate sound work ethics in being honest, trustworthy and respectful;
- Possess cultural awareness and sensitivity; and
- Be flexible.

Office Equipment Skills:

- Computer skills (i.e., MS Office, Internet, Zoom)
- Phone, fax, multi-function copier, scanner, projector

Decision-Making

The incumbent has the responsibility to carry out the day-to-day work schedules and priorities. Most problems are of a reoccurring nature and works within parameters established by the supervisor. In cases of uncertainty, clarification will be provided by the supervisor.

Impact/ Accountability

Access to computer-based information is crucial for all departments to meet their program goals and satisfy their service delivery requirements. The position’s technical decisions and support activities have a significant impact upon the day-to-day business of the departments. Errors in judgment made by incumbent may have consequences in terms of the cost of lost time, hardware damage, disruption of work schedules and lowered productivity.

Key Personal Contacts and Nature of Contact

Who	Nature of Contact
Elders	Traditional cultural rules apply
FNNND Citizens	Exchange information with and provide information as directed.
Council/ Executive Director	Exchange information with and provide information as directed.
Information Systems Manager	Reports to and gets direction on various functions of the position.
Management Team	May be asked to provide information, reports, etc.
Staff	To provide support and exchange information with.
First Nation Organizations	To provide and exchange information.
Federal, YTG, Private Business Sector and Industry	To exchange and receive information on relevant FNNND policies, documentation, Council decisions, etc.

Positions to Supervise:

Not applicable.

Working Conditions

The Information Systems Technician will have to use office equipment and computers, which can cause muscle strain. The incumbent will also have to do light lifting of supplies and materials from time to time.

The position manages a number of projects at one time and may be interrupted frequently to meet the needs and service requests. The working environment may be busy, noisy and excellent organizational, time and stress management skills are required to complete tasks.

Sensory demands include use of the computer, which may cause eyestrain and occasional headaches.

Conditions of Employment

- Oath of Confidentiality and Code of Conduct and other NND Policies as required;
- Valid Class 5 Driver's License and Abstract; and
- Criminal Record Check.