



Chippewas of RAMA
First Nation

Employment Opportunity

Job Title: **Junior Support Technician**
Job Code: FIN580
Department: Information Systems
Reports to: Manager Information Systems

Date Posted: 9/May/23
Date Closed: 23/May/23
(5:00 pm)

****SPECIAL PROJECT FOR REGISTERED RAMA MEMBERS OR SPOUSE/CHILD OF MEMBER****

The Chippewas of Rama First Nation supports the United Nations Declaration on the Rights of Indigenous Peoples. Specifically, Rama supports the training, education and employment of Indigenous People.

Employment Classification: Full-time with Benefits.
Availability & Term: Approx. Start Date: June 2023
Remuneration: \$22.93 to start, move to \$23.82 after 3 months.

JOB PURPOSE/SUMMARY

The Junior Support Technician will assist the Information Systems staff in fulfilling user support requests.

QUALIFICATIONS

- Education:** High School Diploma. Computer Related Courses or demonstrated related knowledge.
- Skills and Abilities:**
- Understanding of Current Windows Functionality.
 - Understanding of print, copy, scan devices.
 - Basic Knowledge of network data systems.
 - Good interpersonal skills.
 - Good organizational skills.
 - Good troubleshooting skills.
- Experience:**
- Computer operation and maintenance.
 - Customer relations experience.
 - Microsoft Office 2019 or later knowledge.
- Other:**
- A Criminal Reference Check is required for this position.

Qualified applicants may submit their cover letter and resume to the attention of:

Charlene Benson, Human Resources Manager
Chippewas of Rama First Nation
5884 Rama Road, Suite 200, Rama, Ontario L3V 6H6
Fax: (705) 325-4718 Email: charleneb@ramafirstnation.ca

**** ONLY THOSE APPLICANTS SELECTED FOR AN INTERVIEW WILL BE CONTACTED ****

Rama First Nation is committed to an inclusive, barrier-free environment. Accommodation will be provided in all steps of the hiring process. Please advise Human Resources if you require any accommodation to ensure you can participate fully and equally during the recruitment and selection process.

The Chippewas of Rama First Nation - A Proud, Progressive First Nation Community



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First Nation

Job Description

Job Last Updated: 4/May/23

Job Title:	Junior Support Technician
Job Code:	FIN580
Department:	Information Systems
Reports to:	Bill Craig

JOB PURPOSE/SUMMARY

The Junior Support Technician will assist the Information Systems staff in fulfilling user support requests.

KEY JOB FUNCTIONS/RESPONSIBILITIES

- Desktop hardware support.
- Print/Copy/Scan device support.
- Microsoft Office Support/Troubleshooting.
- Network data support.
- User activity reporting utilizing Helpdesk support software.
- Weekly reporting utilizing MS Outlook calendar.
- Deploy Desktop Hardware/Software.
- Answer Helpdesk and triage calls.
- Other duties as assigned.