Alderville First Nation

Permanent Full-time @ 35 hours/week

Benefits:

- Paid vacation
- Paid Sick Leave
- Group Health & Dental Benefits
- Pension Plan

Salary:

Alderville First Nation Salary Grid will apply - start rate is **$25.91** per hour

IT Technical Support Specialist

Position Summary:

The IT Technical Support Specialist provides support to end users by handling service requests from customers, as well as supports the company's back-end technology and network infrastructure.

KEY JOB FUNCTIONS

- Manages the administration and deployment of technology from beginning to end of hardware and software life cycles.
- Purchases, maintains, upgrades, troubleshoots, and decommissions all technological tools within the AFN organization.
- Advises and liaises with others inside and outside the organization on all aspects of technology.

Key activities:

- Works with clients to evaluate and solve technical problems; troubleshoots and provides solutions for hardware and software issues.
- Purchases all technology.
- Installs and configures PCs using standard processes and tools for optimal use.
- Updates and upgrades all endpoints and back-end infrastructure.
- Searches for and reviews all surveillance footage.
- Sets up all technology for events and meetings.
- Designs, updates, and manages AFN's websites (i.e., alderville.ca, and aldervillesavanna.ca).
- Manages client email (autoresponders, change of password, change of address etc.).
- Maintains and manages servers and file backups.
- Troubleshoots and repairs all peripheral computer devices (printers, USB devices, etc.).
- Research technological solutions.

Minimum Qualifications:

- OSSD or equivalent experience.
- Minimum 2 years' work-related computer and server administration experience.
- Valid driver's license and $1M liability insurance, reliable transportation.
- CPIC acceptable to position upon conditional offer.

Specialization required:

- A + Certification
- Networking Certification

Considered an asset:

- Experience or Certifications in any of the following:
    - Microsoft, Cisco, Vmware, Linux, Windows Server, Azure, Office365.
    - Network Administration Diploma.

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Preferred Experience:

- Ability to troubleshoot technical issues effectively and efficiently.
- Ability to troubleshoot errors utilizing a wide variety of resources.
- Strong working knowledge of Microsoft operating system architecture.
- Strong written and oral communication skills.
- Strong documentation and discovery skills.
- Initiative and ability to work independently to meet deadlines.
- Work experience with a First Nation or Aboriginal Organization.

*** For full job description, contact Melissa Levesque, Human Resources Manager***

Deadline to Apply: *Tuesday, May 17, 2022.*

How to Apply:

Applications must include a cover letter, current resume and three work-related references (name, phone #, email address of former Supervisors) and/or letters of reference).

How to Contact:

Melissa Levesque, Human Resources Manager
Phone: 905-352-2011 ext. 217
Email: mlevesque@alderville.ca

Note:

Consideration will be given to documented past employment performance, attendance and reliability history for applicants previously employed by AFN. Applicants must meet the minimum qualifications outlined to be considered for an interview. Only those applicants selected for an interview will be contacted.

The AFN is committed to employment equity. All qualified candidates are encouraged to apply, however, qualified candidates who self-identify as members of Alderville First Nation or as “Aboriginal” as defined in the AFN Recruitment Policy, will be given preferential consideration for any position.

Chief & Council retain the right to make the final decision on the selection of the successful candidate.