



NOGDAWINDAMIN FAMILY AND COMMUNITY SERVICES

HELP DESK SPECIALIST FULL TIME – PERMANENT

Nogdawindamin Family and Community Services, an expanding native child welfare agency serving member First Nations situated between Sault Ste. Marie and Sudbury, is seeking to hire a **Help Desk Specialist**. **Location: To Be Determined.**

Overview of Responsibilities

Reporting to the Manager of Infrastructure and Technology, the Help Desk Specialist is responsible for providing hardware and software support to all Agency locations and installing, configuring and maintaining computer equipment, software, systems and other hardware.

QUALIFICATIONS

Education & Experience Requirements

- Diploma or degree in Computer Science/Software Engineering or related IT discipline
- Certification in A+, Network + and Microsoft Certified Professional would be preferred
- Three (3) years' experience developing and maintaining information technology infrastructure and working with and configuring networking environments with firewalls, IP subnets, VPNs, electronic mail operations and remote communications

Knowledge Requirements

- Knowledge of Nogdawindamin programs and services
- Respect for, sensitivity towards as well as knowledge and understanding of Anishnawbek culture, traditions and the Seven Grandfather Teachings
- Knowledge of Windows Operating Systems and network operating systems
- Knowledge and proficiency in personal computer technology and peripherals, application software, operating systems, diagnostic software, anti-virus programs, software images and recovery procedures

Special Skills & Abilities

- Strong analytical and research skills
- Excellent interpersonal skills
- Excellent customer service skills
- Excellent conflict resolution and problem solving skills
- Excellent oral and written communication skills
- Excellent organizational skills
- Excellent time management skills
- Excellent computer technical skills
- Excellent computer skills with MS Office software, Sage Accpac software, networking and other software
- Ability to attend to details
- Ability to communicate in user-friendly language
- Ability to manage multiple priorities and work in a fast-paced environment
- Ability to take initiative and work independently
- Ability to work within a team environment
- Ability to meet deadlines and work flexible hours
- Ability to work with confidential and sensitive information
- Ability to understand and speak Anishnaabemowin is a definite asset

Other Requirements

- Must provide a clear Police Records Check with Vulnerable Sector Check
- Must have a valid Ontario Class 'G' Driver's Licence, access to a vehicle and \$1M automobile insurance
- Must be able to work flexible hours including unplanned overtime.

Please submit a job related resume and cover letter along with three work related references by:

Tuesday, April 4, 2017 – 4:00 pm

Hiring Committee

Nogdawindamin Family and Community Services
210B Gran Street, Batchewana First Nation, ON P6A 0C4
FAX (705) 946-3717
hr@nog.ca

Preference will be given to applicants of native ancestry.

Incomplete or late applications will not be accepted

We thank all applicants for their interest; however only those selected for an interview will be contacted.

A full job description is located on our website at www.nog.ca