

EMPLOYMENT OPPORTUNITY



Dnaagdawenmag Binnoojiiyag
CHILD & FAMILY SERVICES

Dnaagdawenmag Binnoojiiyag
Child & Family Services
517 Hiawatha Line
Hiawatha First Nation, ON
K9J 0E6
Toll Free: 1-844-523-2237

POSITION TITLE:	NETWORK TECHNICIAN
DEPARTMENT:	INFORMATION TECHNOLOGY
REPORTS TO:	INFORMATION TECHNOLOGY MANAGER
LOCATION:	SHANNONVILLE
POSTING DATE:	FEBRUARY 14, 2020
CLOSING DATE:	MARCH 4, 2020

Purpose of the Position:

The primary purpose of this position is to provide level 1 to level 2 support to all end user staff. This position also includes the responsibility to install, configure, troubleshoot and maintain server equipment, MFP devices, audio/visual equipment and mobile devices.

Responsibilities:

- Install, move, and test network hardware, software, cabling, and peripherals, performing repairs and regular maintenance as required (e.g., routers, switches, firewalls, load balancers, VPN, QoS);
- This position will focus on Networking Infrastructure including but not limited to LAN, WAN, and Wi-Fi infrastructure and will work closely with other operations staff supporting the same;
- Maintain the database system and security software utilized on the network, adding new users and establishing appropriate rights and privileges;
- Perform regular backups of files stored on the network, assisting in recovery efforts as required;
- Provide technical assistance to all agency personnel (e.g. Provide remote and on-site assistance where required at current and future site locations related to setting up and/or using computer related and network equipment);
- Analyze trending user support requests and other data elements to make recommendation to the I.T. Manager for appropriate enterprise solution(s);
- Assist in the evaluation of agency hardware and software to make recommendations regarding infrastructure and end user changes and upgrades;
- Participate in team meetings, staff meetings, in-service training sessions, performance evaluation sessions, service planning sessions, and other meetings as requested.

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Education and Experience:

- 2 or 3-year degree or diploma in computer science or related field;
- Minimum of 2 years or relevant Tier I or Tier II work experience;
- Experience of Windows Server 2016 setup and maintenance;
- Experience with Microsoft Exchange Server setup and management;
- Experience with active directory management and user security;
- Experience with creating and deploying group policies;
- Experience with firewalls, switching, and routing principals;
- Experience with Office 365
- Superior customer service skills;
- Strong analytical, organizational, and planning skills

Accountabilities:

- Ability to provide an acceptable Driver's Abstract;
- Ability to provide an acceptable CPIC with VPSS;
- The employee is required to provide their own vehicle for used on the job;
- Provide Dnaagdawenmag Binnoojiiyag with evidence of your valid Ontario Driver's License;
- Provide proof of liability insurance coverage for at least \$2,000,000.00 which must include coverage for the transportation of children.
- The employee is required to acquaint himself/herself with all laws, rules, regulations, policies and procedures, which impact on his/her specific responsibilities. We undertake to make decisions, as required, which are consistent with these and then to act in a manner which afford them consistent and meaningful effect.

Work/Knowledge Requirements:

- Ability to travel to any satellite office on needs basis;
- Ensuring computer network, software and hardware components are installed in such a way to promote optimal functionality;
- Ensuring computer network and hardware related problems are dealt with in a timely, efficient and knowledgeable manner;
- Ensuring information backup and retrieval processes are conducted in a proper timely fashion, so there is no significant loss of agency data;
- Work involves regular physical effort in lifting, carrying and setting up various computer related components. Some assignments (e.g. Cabling) could involve working in dirty, dusty, and/or cramped quarters;
- Work may involve prolonged periods before a computer terminal with considerable attention to detail.

Salary Range:

- \$53,000.00 - \$63,686.00 (Dependent on Education and Experience)

To Apply:

- Please email the following to careers@binnoojiiyag.ca
 - Application for Employment (available at www.binnoojiiyag.ca), Please indicate preferred location in your application

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- Cover letter and Resume (include 3 work related references)
 - Incomplete Applications will not be considered.
- Only those selected will be contacted for an interview.
- Persons of First Nations, Inuit and Métis ancestry and members of Dnaagdawenmag Binnoojiiyag First Nations are encouraged to apply.