**POSITION TITLE:** NETWORK TECHNICIAN

**DEPARTMENT:** INFORMATION TECHNOLOGY

**REPORTS TO:** INFORMATION TECHNOLOGY MANAGER

**LOCATION:** COBOURG

**POSTING DATE:** MAY 14, 2020

**CLOSING DATE:** JUNE 4, 2020

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**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.
**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 Binnooijiyag 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 will 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 frequently travel to Shannonville and Bancroft Offices
- 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:**
- $54,548.00 - $65,546.00, dependent on education and experience.

**To Apply:**
- Please email the following to careers@binnooijiyag.ca
  - Application for Employment (available at www.binnooijiyag.ca), Please indicate preferred location in your application
EMPLOYMENT OPPORTUNITY

- 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 Binnoojiyag First Nations are encouraged to apply.