



Niijaansinaanik Child and Family Services

Niijaansinaanik Child and Family Services is currently in the designation process to become a fully mandated Child Well-Being Agency to provide Prevention and Protection Services. We serve the communities of Wahnapiatae, Dokis, Henvey, Magnetawan, Shawanaga, and Wausauksing First Nations.

INFORMATION TECHNOLOGY HELP DESK SPECIALIST PERMANENT FULL-TIME (2)

Reporting to the Supervisor of Information Technology, the IT 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.

KEY JOB FUNCTIONS

Set up and Maintain Information Technology Systems:

- Provide training related to as well as set up, install, configure, test, monitor and troubleshoot new hardware and new software
- Provide hardware and software technical support to users on the systems
- Develop, implement and maintain forms, reports and queries
- Recommend improvements to system
- Ensure reliability and efficiency of backup systems, website, e-mail and documents
- Monitor and take measures to protect and improve integrity of data
- Complete updates to software and systems
- Conduct annual inspections and cleaning of hardware
- Develop and maintain an inventory of hardware and software including names of users, date equipment assigned to users, serial numbers, part numbers, type of equipment and warranty status
- Troubleshoot hardware and software issues
- Set up email for users and configure access
- Keep up to date with industry trends and best practices.

Set Up and Maintain Telecommunication Systems:

- Set up, install and configure telecommunication systems
- Provide advice and technical support to users on the system
- Assist with video conferencing, teleconferencing, message center and other communication systems
- Manage and monitor cell phones for Agency use

Provide advice and assistance with Child Welfare Information Systems:

- Install and configure new users on CPIN, Fast Track and other software
- Maintain, monitor and update systems and software

Qualifications

Minimum Education

- Diploma or degree in Computer Science/Software Engineering or related IT discipline
- Certification in A+, Network + and Microsoft Certified Professional would be preferred

Minimum Experience

- 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, VLANs

Work Site Location:

The work location will be (1) position in Dokis First Nation and (1) position in Parry Sound.

Knowledge Requirements

- Knowledge of Niijaansinaanik Child and Family Services 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

Other Requirements

- Must provide a clear Police Records Check – Vulnerable Sector
- Must provide a Class 'G' Ontario Driver's Licence
- Must have \$1M auto insurance liability coverage
- Must provide an acceptable three-year uncertified Driver's Abstract

Niijaansinaanik is committed to providing a barrier-free work environment in accordance with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. Accommodations are available upon request for candidates taking part in the recruitment process. Please submit your resume and cover letter along with three work related references to:

Bonnie Reid, Director of Human Resources
Niijaansinaanik Child and Family Services
940A Main Street, Dokis First Nation, ON P0M 2N1
Email to: careers@nijcfs.com or fax to (705) 223-7439

Application deadline is:

This position will remain posted until filled

Preference will be given to applicants of Native ancestry, please self-identify.

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

For a more detailed job description, please contact

Human Resources at careers@nijcfs.com

or call (705)923-8400.