Information Technology Technician

Department: Information Technology
Posting Date: May 12, 2023
Location: Nipissing First Nation, ON
Schedule: Standard Work Week
Job type: Full-time, Permanent
Vacancies: 1
Reports To: Manager, Information Technology
Starting Salary: $ 44, 899.00 (depending on experience)

Nipissing First Nation is seeking a skilled and knowledgeable IT Technician to undertake a variety of computer and electronic system operations. As an IT Technician, you will be responsible for diagnosing and repairing computer hardware and software issues, installing, and configuring software and hardware, and maintaining our company's network and server systems. You should possess a strong understanding of computer systems, network protocols, and network security.

What you'll do in the role

- Provide technical support to Staff using IT support tickets and responding to calls, including troubleshooting hardware and software issues, resolving technical problems, and installing software and hardware components.
- Manage and administer Office 365 applications and services, ensuring smooth operation and optimal performance.
- Monitor and maintain computer systems, network communications, and network security systems.
- Implement and maintain regular backups for staff data, ensuring data integrity and availability in the event of data loss or system failures.
- Maintain and update system documentation and inventory for all hardware and software assets.
- Install, configure, and maintain servers, including email servers, database servers, and file servers.
- Collaborate with other teams, vendors, and technology partners to resolve complex technical challenges and improve our network infrastructure.
- Stay up to date with emerging and new technologies to support our organization and drive efficient IT operations.
- Aid in various information technology projects that affect the user environment; provide user training in new technologies as needed.
- Provide technical support and assistance for event and room management for presentations, conferencing and sound.
- Perform network administration and other duties as needed.

Just a few reasons to join Nipissing First Nation

- Opportunity to work with a dynamic team with career growth across multiple departments.
- Nipissing First Nation prides itself in providing its employees with job security, competitive wages and a safe working environment.
- On-the-job training to support your success in the role
- A defined contribution pension plan
- Comprehensive Health Plan including Medical, Dental, Vision, Life and Disability insurance
- Casual dress
- Better than average vacation and leave packages

What you bring to the table

- Must have minimum Grade 12 Education.
- Associate or bachelor's degree in computer science, information technology, or equivalent experience is an asset.
- Must be able to troubleshoot computer and software problems.
- Proficient in Windows operating systems and troubleshooting of hardware and software issues. Proficiency in Linux and Mac is a plus.
  Respect for Indigenous culture and willingness to learn Ojibwe.
- Knowledge and experience in network infrastructure.
- Prior experience with network protocols (TCP/IP, DNS, DHCP, VPN), Cisco routers and switches, and security protocols (firewalls, IDS/IPS, antivirus/antimalware)
- Strong communication skills with good problem-solving abilities.
- Ability to prioritize multiple tasks in a dynamic work environment.
- Relevant certifications like CompTIA A+ or Network+ are a plus.
- As this position may require travelling to our other locations to support or troubleshoot, a valid driver's license and access to a reliable vehicle is an asset.

Application Deadlines:
Nipissing First Nation adheres to the following process for our recruitment practices.
Closing May 26th , 2023 - 1st Round
- Opportunities are open to all registered Nipissing First Nation members. Please advise your status in your application
- Applicants who are considered Round 2 or Round 3 will not be considered, regardless of when the application is received
- If no suitable candidate is found, the process will proceed to Stage Two

Closing June 2nd, 2023 - 2nd Round
- Opportunities are open to spouses and children of registered Nipissing First Nation members and registered members of other First Nations. Please advise your status in your application
- Applicants who are considered Round 3 will not be considered, regardless of when the application is received
- If no suitable candidate is found, the process will proceed to Stage Three

Closing June 9th, 2023 - 3rd Round
- Opportunities are open to all applicants (status and non-status)
- The posting will be open until filled

If you are excited by this opportunity and want to be a part of Nipissing First Nation, please apply online by emailing your cover letter and resume to resumes@nfn.ca no later than 4:30pm on the application deadline noted above.

Are you a member of NFN? If so, please read below:

- ✓ *Nipissing First Nation supports the training and growth of their members and strongly encourages their members to apply to positions.*
- ✓ *Work experience and training opportunities are taken into consideration when screening applications.*
- ✓ *Nipissing First Nation members are encouraged to apply to all rounds of employment postings.*
- ✓ *As per Section 24(1)(a) of the Ontario Human Rights Code, Nipissing First Nation gives preference to First Nation applicants for any employment opportunities.*

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