
JOB POSTING

Citxw Nlaka'pamux Assembly (C.N.A.)

Information Technology Administrator

Reports To	Citxw Nlaka'pamux Assembly Manager
Closing Date	February 2, 2018 at 4:00 p.m.
Term Position	Contract Position

Reporting to the Office Manager, a busy and well-established Community Not-for-profit is looking for a talented IT Support person to be based in the Merritt area as an Intern. The successful candidate will be tasked with providing Technology Technical support to Citxw Nlaka'pamux Assembly and its 8 Participating Bands with computer systems, network support and software support across multiple sites with occasional travel required. In order to be suitable for this role you must have some experience working in an IT Support role, Windows Systems Administrator, IT Generalist or similar role. It is essential to have some proven experience with a broad range of technologies including Windows Servers, Windows 7-10, MS Office 2010 - 2016 and general networking knowledge, including Firewalls. The role is responsible for implementing, maintaining, optimizing the network functionality while providing desktop/remote support for hardware/software troubleshooting.

Duties and Responsibilities

- Conducting a technology inventory and conducting a needs assessment of the Community Offices of the 8 Participating Bands relative to high speed internet, software and hardware, and support services
- Helping to bring the Community Offices of 8 Participating Bands into compliance with any IT related policies (i.e.: cyber security compliance)
- Assisting with general (e.g., "Desktop Support") IT support issues, and configuring and maintaining email services for servers and desktops
- Following all protocols regarding handling sensitive and confidential information (e.g. Financial, HR)
- Assist to create master files for 8 Participating Bands management and manage user accounts across multiple offices;
- Maintain, distribute and expand user and admin support documents and best practices;
- Supporting servers for digital collections; digital preservation; internal tools (e.g. scheduling software, online meetings, document sharing and documentation platforms)
- Handling DNS, Firewall, IP Administration, and SSL certificate requests through the C.N.A. office
- Responding to problem reports and requests for assistance, and performing preventive maintenance; diagnosing, repairing, or replacing defective or malfunctioning equipment
- Preparing and maintaining documentation for performed tasks and procedures and all users
- Design and run training for end users covering both centrally managed systems and in-house applications;
- Identify and resolve common hardware and software issues, and develop long-term solutions to manage system efficiency;
- Help manage or stabilize in-house applications, including enforcing internal standards, and becoming an internal resource for IT user administration.
- Responding quickly to day-to-day queries from users that come in via phone, email or online chat.
- Keeping users updated with progress if an issue cannot be resolved, providing clear answers and explanations of technical problems to a non-technical audience.
- Troubleshooting issues methodically and finding solutions using your own initiative, and onsite visits to users for issues that cannot be resolved remotely and systems monitoring.
- Involvement in technical implementation projects, researching and ordering IT hardware.
- Excellent knowledge of MS Office Suite (2010 – 2016), and an understanding of DHCP, DNS and IP based networks
- Demonstrable experience with Routers, Switches, Firewalls, Web Filtering, Anti-Virus, Back-up and disaster recovery, UPS procedures and Printers, Hosted Exchange and PC rebuilds considered an asset
- LAN Cat5e/6 Structured cabling installation skills would be advantageous

Qualifications Education & Experience:

The successful applicant will have outstanding interpersonal skills, as well as exceptional oral and written communication skills, including coordination and facilitation skills. The applicant will possess a high degree of cultural competency, including recent and significant experience working in cross-cultural environments. The applicant will also have a strong

ability to problem solve, negotiate, and resolve conflict, and will be required to work co-operatively and facilitate the development of a team environment. We're looking for a solid generalist who is excited about a variety of IT systems, and capable of successfully working with people of all skill levels.

- This is an entry-level position, prior IT experience, particularly with a First Nation organization, is preferred but not required.
- Must be willing to take training and testing for certification
- Previous IT help desk experience, basic programming knowledge, familiarity with Linux and Mac OS, and basic knowledge of database and web application design are preferred but not required.
- Candidates must be self-directed and comfortable working with people.
- Good writing and speaking skills, an organized, patient mind, and the curiosity, motivation, and willingness to experiment required to learn new skills, are all a must.
- Experience of the following: Windows operating systems, Office 365 administration, Exchange, AD, SQL, IP networking, antivirus technologies, scripting languages such as Java - HTML.
- Experience using virtual environments for testing, troubleshooting and deployment purposes (e.g., VMware Workstation, Microsoft Hyper-V).
- Proficiency in Windows desktop (7 and above) operating systems and a proficiency with Windows Server (2008 and above) operating systems.
- Proven ability to successfully initiate, track, and manage multiple detail-oriented projects simultaneously.
- Understanding of remote storage protocols (e.g., iSCSI, NFS, SMB, etc.).
- Experience installing and configuring basic desktop computer hardware and peripherals.
- Individual must be committed to the delivery of quality service and be self-motivated, able to work both independently under minimal supervision and as a team member, and comfortable learning and working in a fast-paced, dynamic environment.

Please submit your proposal letter and resume to:

Wayne Kaboni, Manager
Citxw Nlaka'pamux Assembly
Mail: P.O. Box 618, Merritt, B.C. V1K 1B8 or
Email: wkaboni@cna-trust.ca
Fax: 250-378-2910 or
In Person: 2187-A Coutlee Avenue in Merritt

We wish to thank all applicants for their interest and effort in applying for the position; however, only candidates selected for interviews will be contacted. Your application to this posting is deemed to be your consent to the collection, use and necessary disclosure of personal information for the purposes of recruitment. Citxw N'laka pamux Assembly respects the privacy of all applicants and the confidentiality of personal information.