

## **Technical Clerk / Information Worker**

### **Authority**

The Technical Clerk / Information Worker works under the supervisory function of the Principal of Wapaskwa Virtual Collegiate (WVC).

### **Purpose**

The Technical Clerk / Information Worker role is a hybrid role that focusses on technical support & application, research, administrative tasks and training in order to advance and support the e- Learning program at Wapaskwa Virtual Collegiate. The Information Worker role is responsible for local administrative and system support of the implementation of the regional data management system. The Technical Clerk role is to provide general technical and administrative support for the Wapaskwa Virtual Collegiate's e-Learning program systems.

### **Specific Responsibilities**

Student Information System (Maplewood);

- Provides data entry and extraction services with strict attention to detail.
- Supports implementing policies and procedures that govern the Student Information System.
- Provides professional development for existing school and education staff on the Student Information System.
- Supports daily SIS data entries.
- Provides technical support to instructional staff and liaises where required with MFNERC Service Desk.
- Creates and updates documentation and procedure manuals.

E-Learning Systems including Learning Management System (Desire2Learn), Web Conferencing (Adobe Connect), Video Solutions Systems;

- Provides technical support for issues involving the e-Learning systems.
- Documents all related activities surrounding technical issues.
- Researches assigned technical issues.

IT and other Web 2.0 tools;

- Resolves and repairs technical problems in IT equipment.
- Supports research of e-Learning systems, software technologies & applications along with other Web 2.0 tools for possible integration and / or upgrade.
- Prepares and / or presents persuasive and tailored product demonstrations for team. Performs other job-related duties as assigned.

### **Qualifications**

#### **Education & Experience**

- Minimum 2 year diploma in related field at a recognized post-secondary institute;
- Exceptional data entry skills with precision accuracy and attention to detail and follow-through;
- One to two years' experience with Maplewood SIS and / or data entry will be considered an asset;

- Advanced technical and computer skills with ability to acquire new skills and knowledge quickly and easily, proficient using various software and systems including full suite of Microsoft Office products, Internet, email, file management, computers (PC and Mac) and peripherals;
- Technical knowledge of IT infrastructure, networking, hardware, operating systems and software and associated terminology would be an asset;
- Knowledgeable in the use of computer applications, any knowledge in e-Learning would be considered an asset;
- Technical knowledge of current network design, protocols, and standards would be considered an asset;
- Ability to operate tools, components and peripheral accessories;
- Ability to read and understand technical manuals, procedural documentation and OEM guides;
- Ability to learn and implement new technologies as needed;
- Ability to work in a team environment;
- Excellent verbal and written communication skills in technical and plain language writing;
- Integrity and professionalism;
- Fluent English written and oral communication skills ;
- Indigenous knowledge in First Nations education would be preferred;
- Excellent interpersonal and cross-cultural skills to work in a First Nations environment;
- Highly motivated problem solver with the ability to identify and resolve challenges both autonomously and as a member of a collaborative multi-disciplinary team of professionals;
- Strict attention to detail in all aspects of job;
- Respects the philosophy that the answers are within First Nations, each First Nation is distinct, as well as, recognizes the importance of First Nation languages and cultures;
- Provides satisfactory clearance of criminal record and provincial child abuse registry checks.

Interested applicants are invited to submit their resume and cover letter (please state position title applying for), along with (3) professional reference listings (including a most recent employer reference) by 4:00 p.m. **Wednesday, May 8, 2019** to:

**Human Resources**  
**Manitoba First Nations Education Resource Centre Inc.**  
**2-1100 Waverley Street, Winnipeg, Manitoba R3T 3X9**  
**Email: [hr@mfnerc.com](mailto:hr@mfnerc.com) | Fax: 204.942.2490**

Successful candidates must provide satisfactory criminal and child abuse registry checks. Incomplete applications will not be considered. No phone calls will be accepted. Only those selected for an interview will be contacted.

**Please visit our website at [www.mfnerc.com](http://www.mfnerc.com)**