

SERVICE DESK TECHNICIAN

Authority

The Service Desk Technician works under the supervisory function of the Manager, Data Management.

Purpose

The Service Desk Technician is responsible for providing technical support to First Nations Schools and the Student Information System. A demonstrated respect for First Nations knowledge, languages and cultures; and fluency in a First Nations Language is desirable for this position.

Specific Responsibilities

- Provide single point of contact for First Nations schools;
- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware;
- Provide assistance and support for student information systems;
- Respond to queries either in person or over the phone;
- Walk customer through problem-solving process;
- Follow up with customers to ensure issue has been resolved;
- Assist in the development of online support documents and strategies;
- Maintain documentation on incoming calls including steps and actions taken to resolve issues.

Qualifications

Education & Experience

- Minimum five (5) years related work experience;
- Knowledge of commonly-used concepts, practices, and procedures for end user technical support;
- Strong customer service experience;
- Excellent phone etiquette;
- Strong problem solving, attention to detail and research skills;
- Ability to troubleshoot and solve technical problems;
- Experience using Maplewood Student Information System;
- Provide satisfactory clearance of criminal record and provincial child abuse registry checks;
- Adhere to MFNERC policies and administrative procedures with specific attention to attendance and professional ethic;
- Excellent interpersonal and cross-cultural skills to work in a First Nations environment;
- Respect the importance of First Nations knowledge, languages and cultures.

Interested applicants are invited to submit their resume and cover letter (please state position title applying for), along with (3) professional reference listings by Friday, September 18, 2020 at 4:00 pm to:

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

We thank all who apply, however, only those selected for an interview will be contacted. Preference will be given to qualified First Nations applicants; applicants are asked to self-declare in their resume or cover letter. Incomplete applications will not be considered. No phone calls will be accepted. Successful candidates must provide satisfactory criminal and child abuse registry checks.

Please visit our website at www.mfnerc.com

Date Re-posted: September 4, 2020