

## **IT TECHNICIAN**

### **Authority**

The IT Technician works under the supervisory function of the Information Technology Manager who reports to the Director of Operations.

### **Purpose**

The IT Technician is responsible for providing technical support to First Nations Schools, MFNERC, MFNSS, and Yellowquill college. 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, MFNERC, MNFSS and Yellowquill college;
- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware;
- Provide assistance and support for student information system;
- Respond to queries either in person or over the phone;
- 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;
- Install hardware and peripheral components like disk drives, printers, keyboards and monitors;
- Load software packages such as networking components, operating systems and office applications;
- Customize and adapt current programs to satisfy users' needs;
- Coordinate with network services and information systems groups;
- Update on status to manager and users through voice mail, email and in-person communication;
- Connect users to networks and train on facilities and applications;
- Install, repair and conduct preventive maintenance of personal computer by providing technical support;
- Troubleshoot software and hardware failures and determine network problems;
- Diagnose and resolve incidents using documented procedures to perform responsibilities;
- Configure PCs and laptops, problem ticket resolutions and track problems using Remedy system;
- Integrate and test activities by migrating applications from development to operational environment;

- Receive and prioritize issues and forwards using escalation procedures;
- Other duties as assigned.

## 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;
- 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.
- Ability to travel to First Nation communities within Manitoba.

Interested applicants are invited to submit their resume and cover letter (please state position title applying for), along with (3) professional reference listings by Tuesday October 26, 2021 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](mailto: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](http://www.mfnerc.com)**

**Date Posted: October 12, 2021**