



KTUNAXA NATION

We invite you to apply for the position of...

INFORMATION TECHNOLOGY TECHNICIAN

PERMANENT - FULL-TIME POSITION

CORE SERVICES- IT DEPARTMENT

The Ktunaxa Nation is characterized by the spirit of courage, initiative, innovation, perseverance and leadership that it has brought to the work of preserving and protecting both the past and the future of its people. This has been accomplished through the exceptional commitment and vision of its human resources. It is therefore expected that employees who represent the Ktunaxa Nation will be committed to honouring the spirit of the Nation's work by putting their best into all that they do and by conducting themselves at all times ethically, professionally and respectfully.

POSITION SUMMARY:

The position is responsible for effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure plus a variety of internet applications, networks and operating systems. This position participates in technical research and development to enable continuing innovation within the infrastructure. This individual ensures that system hardware, operating systems, software systems, and related procedures adhere to organizational values, enabling staff, volunteers, and partners.

The organization has a broad and diverse range of applications and user needs requiring this position to have a wide scope of technical expertise that is needed to "make everything work", from repair of cell phones to software installations to consulting on technical problems or purchases. The Technician will install and maintain computer systems and networks aiming for the highest functionality; and will train users to make appropriate and safe usage of IT infrastructure.

DUTIES AND RESPONSIBILITIES:

Operations and Support

- Set up workstations with computers and necessary peripheral devices (routers, printers etc.)
- Check computer hardware (HDD, mouse, keyboards etc.) to ensure the functionality
- Install and configure appropriate software and hardware according to specifications
- Develop and maintain local networks to optimize performance
- Ensure security and privacy of networks and computer systems
- Provide orientation and guidance to users regarding the operation of new software and computer equipment
- Organize and schedule upgrades and maintenance to avoid service disruptions, especially during office hours
- Perform troubleshooting to diagnose and resolve problems (repair or replace parts, debugging etc.)
- Maintain records/logs of repairs and fixes and maintenance schedule

- Identify computer or network equipment shortages and place orders
- Provide hardware and software support to users at multiple locations
- This position does require some travel as we provide limited support to our communities

Maintenance

- Apply OS patches and upgrades regularly, and upgrade administrative tools and utilities.
- Configure/add new services as necessary.
- Maintain operational, configuration, or other procedures.
- Perform periodic performance reporting to support capacity planning.
- Perform ongoing performance tuning, hardware upgrades, and resource optimization as required.
- Configure CPU, memory, and disk partitions as required.
- Maintain data center environmental and monitoring equipment.
- Maintain records logs of repairs and fixes and maintenance schedule.

POSITION QUALIFICATIONS

Academic Preparation

- Certification as IT Technician (Microsoft Certified IT Professional), Diploma an asset
- CompTIA A+/Network+ certifications as an asset

- **Required Skills, Knowledge and Experience**

- Minimum 3-5 years' information technology experience.
- Background working with a variety of computer systems and current processing environments, including solving problems quickly and cost-effectively
- Multitask in systems while patiently providing step-by-step instructions
- Effortlessly engage with employees, actively listen, analyze, and isolate tech issues
- Troubleshoot IT issues for employees working remotely
- Knowledge of data communications networks; excellent diagnostic and problem-solving skills.
- Knowledge of internet security and data privacy principles
- Experience managing multiple databases
- Proven ability to multi-task and meet deadlines in an interruptive environment; time management.
- The communication skills needed to translate complex technical information into terms that can be easily understood
- Deliver training to employees on the operations and functionality of various applications, printers, and systems
- Familiarity with remote tools such as SMS, Remote Assistance, and Remote Desktop is an asset
- Ongoing Professional development will be required.

Other Skills, Knowledge and Experience

- Knowledge of and appreciation for the goals, culture and history of the Ktunaxa Nation.
- Degree of interest in information technology and its potential to maximize capacity in the system and in people
- Excellent diagnostic and problem-solving skills

- Excellent communications – verbal, written
- In-depth understanding of diverse computer systems and networks
- Good knowledge of internet security and data privacy principles
- Reputation for establishing working relationships based on credibility and respect
- The capacity to take leadership for new projects, for problem-solving and for teaching others
- Strong work ethic and service orientation
- Valid Drivers License and reliable vehicle

The Ktunaxa Nation Council is committed to providing and maintaining a safe and healthy work environment for all employees and the people, Communities and Bands that we serve. Successful candidates must be fully vaccinated against infection by COVID-19. Candidates who are unable to be vaccinated due to a personal characteristic protected under applicable human rights legislation may request to be exempt from this requirement.

Internal Ktunaxa staff and Ktunaxa people are encouraged to apply; support to apply for this position can be accessed through the Education and Employment Sector Service Center. Ktunaxa Applicants are encouraged to apply for this position regardless of experience or qualifications as on-the-job training may be considered.

Come with your willingness to learn!

Please submit your cover letter and resume
Telling us what attracts you to the position, and how your experiences relate.

**Human Resources
Ktunaxa Nation Council
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Cranbrook, BC V1C 7E5
KNC-HR@ktunaxa.org
Fax: (250) 489-2438**

CLOSING DATE: Open until filled

We thank those who apply; however, only those selected for an interview will be contacted.