

**Employment Opportunity – Full Time**

**JP-2020-18 IT Support Specialist(Help Desk)**

**The Position**

Under the direction of the IT Manager, the IT Support(Help Desk) Specialist will provide comprehensive assistance to computer system users. This may be with hardware, such as desktop computers, printers, scanners or handheld devices or it may be with software programs. The IT Support Specialist will generally track all instances of support by creating IT tickets using ticket-tracking software. They will update the status of each ticket as they successfully assist each user with their issues.

**The Candidate:**

* Provide customer-focused desktop support for staff using strong interpersonal service skills.
* Provide business systems, network and internet support to staff.
* Provide end-user support for computer desktops, peripherals, and general IT services by  
  installing, monitoring, diagnosing, repairing, maintaining, and upgrading desktop hardware, software, and peripheral equipment to ensure optimal performance.
* Consult technical guides, manuals and other documents to research and implement solutions.
* Provide advice and training to staff in response to identified difficulties.
* Collect, organize and maintain information in the organization’s helpdesk.
* Well versed knowledge of Microsoft Windows operating systems
* Good knowledge of core Microsoft products in general
* Familiarity with networking in regard to servers, firewalls, and switches
* Experience in Exchange Mail, Active Directory and Microsoft Windows Server2016/2019
* Understanding of backup procedures and strategies, anti-virus and anti-spam systems
* Ability to perform basic system & network troubleshooting for staff
* Experience with FTP, VPN, SSH, SSL desirable
* Solid working knowledge of computer hardware/software
* Ability to communicate clearly with staff and management
* Work under pressure well with repetitive tasks and attention to detail
* Strict adherence to standards, procedures and policies set by the organization

**Qualifications, Skills and Abilities:**

* Minimum 2 years of work experience in a relevant field
* Vocational training certificates would be a great asset
* Must be fluent in English for reading, writing and speaking
* Clean criminal record
* Reliable vehicle and valid driver's license.
* Ability to work outside standard business hours.
* Ability to work synergistically with a group or team
* Ability to research, analyze and interpret data
* Good critical thinking/problem solving abilities
* Must be able to strictly adhere to the Confidentiality Non-Disclosure policy set out by the shíshálh Nation
* Ability to build and maintain positive working relationships both internally and externally
* Ability to interact with people with tact and compassion in different situations, including situations where there are complex, high-pressure difficult decisions, or emergencies

**A full job description is available upon request. If you are interested in the position, please send your resume and cover letter to Shree Comar, HR Generalist:** [**scomar@secheltnation.net**](mailto:scomar@secheltnation.net)

Preference will be given to qualified shíshálh members, community members, and other First Nation’s members, Inuit and Métis. We sincerely thank all applicants for their interest in the position; however, only qualified applicants will be contacted for an interview.