



## Employment Opportunity: Full-Time JP-2021-11 IT Helpdesk Technician

### The Position

Under the general supervision of the IT Manager, The IT Helpdesk Technician main duty is to offer 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. You will generally track all instances of support by creating IT tickets using ticket-tracking software; update the status of each ticket after successfully assisting each user with their issues.

### The Candidate:

- Provide end-user support for computers, peripherals, and general IT services by installing, monitoring, diagnosing, maintaining, and upgrading computer 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.
- Record and track support requests using a helpdesk ticket system.
- Assist with system administration, user/group credential management/authentication etc.
- Conduct proactive and ongoing audits, updates and management of all of Nation IT resources.
- Manage, organize and service tickets in the helpdesk ticketing system.
- Report directly to the IT manager with regular reports, metrics, etc.
- Provide advice and training to staff in response to new system implementation or difficulties.
- Capacity to work and think "outside of the box".
- Reading of text, document use, critical thinking, finding information, continuous learning.
- Work under pressure well with repetitive tasks and attention to detail.
- Perform all other tasks within the scope of the position and as assigned.

### Qualifications, Skills and Abilities:

- Minimum 2 years of work experience in a relevant field; training will be provided to the right candidate.
- Vocational training certificates would be a great asset.
- Clean Criminal Record check; reliable vehicle and valid driver's license.
- Ability to work outside standard business hours, if needed.
- Ability to work synergistically with a group or team.
- Must be able to strictly adhere to the Confidentiality Non-Disclosure policy set out by the shishálh 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, difficult, high-pressure decisions or emergencies.
- Knowledge of Microsoft Windows operating systems.
- Microsoft Certification (MCSE, MCSA, MCP, etc.) is an asset.
- Adept in all of core Microsoft products in general, including Microsoft 365.
- Sound technical skillset with the ability to follow a standard diagnostic format.

**A full job description is available upon request. If you are interested in the position, send your cover letter and resume to the HR Department at [hr@shishalh.com](mailto:hr@shishalh.com).**

Preference will be given to qualified shishálh 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.