

MISSISSAUGAS OF SCUGOG ISLAND FIRST NATION
OPEN
JOB ANNOUNCEMENT
Senior Information Technology Technician
Full Time Permanent

POSITION: Senior Information Technology Technician

POSTING DATE: June 28, 2024

ANTICIPATED START DATE: As Soon As Possible

REPORTS TO: Information Systems Manager

HOURS OF WORK: Monday to Thursday – 8:30 a.m. to 4:30 p.m.; Friday 8:30 a.m. to 1:00 p.m.
Occasional evening and/or weekend work may be required to meet operational needs.

DUTIES:

The Senior Information Technology (IT) Technician's role is to support, maintain and secure all computer systems, related applications, hardware, software and information that is used by and owned by the MSIFN under the direct supervision of the Information Systems Manager (IS Manager). This includes installing, diagnosing, repairing, maintaining, and upgrading all hardware and equipment while ensuring optimal workstation performance. The person will also troubleshoot problem areas in a timely and accurate fashion and provide end user training and assistance where required and other general duties assigned.

KEY ACTIVITIES:

- Maintain essential IT operations, including operating systems, security tools, network components, servers, email systems, laptops, desktops, mobile devices, software and hardware, including new additions and locations
- Ensure security and integrity of data by monitoring computer networks for threats and/or issues, and execute when required, an incident response
- Track and maintain hardware and software inventory
- Setup and maintain the organization's WAN connections, including the internet and VPN connections
- Handle business-critical IT tasks and systems administration
- Research and evaluate emerging technologies, hardware, and software
- Ensure network and system components meet the organization's needs and work together seamlessly, as well as staying informed of new features and capabilities
- Continuously analyze current processes, technologies, and vendors to identify areas of improvement and alignment with MSIFN's Strategic Plan
- Ensure security of data, network access and backup systems
- Maintain, troubleshoot and coordinate the use of the telephones and telephone systems
- Supports ISM in developing information technology strategies, policies and procedures by evaluating organizational needs
- Supports ISM in implementing and enforcing information technology policies and procedures
- Backup to Communications Officer to maintain and update the organization's websites and communications tools
- Train employees on both software and hardware, troubleshoot, and provide technical support when needed
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; attending courses and gaining certifications
- Assist, troubleshoot and repair hardware and software issues for community members' and staff's personal computers

- Maintain and coordinate the use of the security/alarm systems
- Maintain and review when needed the security camera systems
- Maintain GPS tracking system
- Provide IT support to Minogi Corp or other MSIFN subsidiaries as directed by the IS Manager.

Related and other duties:

- Special projects, assigned tasks and additional regular duties as required by Information Systems Manager or First Nation Manager.

PAY RATE: **\$37.53 (F1)**

MINIMUM QUALIFICATIONS:

- 3-year diploma in computer science or related field
- Certification or training provided by software vendors may be required
- Minimum 5 years of related work experience and minimum of 10 years of total work experience

SPECIALIZATION REQUIRED:

- Proficiency in Microsoft 365 Business environment (Azure/Entra ID/SharePoint), Adobe Acrobat Professional, Windows Operating Systems, and Smartphone Operating Systems (iOS, Android)
- Knowledge and experience implementing and maintaining various cybersecurity technologies (MFA, DNS FW, DMARC, etc.)
- Demonstrated competency in maintaining network infrastructure (e.g., firewalls, security appliances, switching, Wi-Fi, protocols, routing, DHCP)
- Excellent analytical and technical skills to troubleshoot, anticipate, identify, and resolve problems
- Superior customer service skills
- Ability to conduct research, analysis and test and deploy new technologies
- Demonstrated ability to work effectively as a member of a team as well as the ability to work with a minimum of direct supervision
- A strong aptitude for learning; willingness to attend continuing education and self-development relating to department needs
- Valid driver's license and \$1M liability insurance
- CPIC acceptable to position upon conditional offer

CONSIDERED AN ASSET:

- Web Design and/or Application Design experience
- Experience with industrial automation and controls (PLC/SCADA)
- Experience with Windows Server 2012 R2, 2016, 2019
- Experience with Meraki and Lenovo products
- Understanding of MITRE ATTACK (all matrices)
- Familiarity with security and camera systems
- Understanding of regulations surrounding privacy and protection of information in the following environments: personal, health, intellectual property, provincial, federal, First Nation
- Knowledge and understanding of Indigenous culture, traditions, teachings, community dynamics
- Knowledge of legislation governing First Nations

TO APPLY:

Applications must be submitted online via our website:

www.scugogfirstnation.com

Or through the direct link:

<https://MississaugasScugogIslandFirstNation.scouterecruit.net/jobs/SIT1>

Complete an application online and include resume and cover letter.

DEADLINE:

Will remain open until filled

QUESTIONS:

Melissa Freire – Human Resources Coordinator

Phone: 905-985-3337 Ext. 236

Fax: 289-312-4647

melissa.freire@msifn.ca

Note: Consideration will be given to documented past employment performance, attendance and reliability History for applicants who were previously employed by MSIFN. Applicants must meet the minimum qualifications identified to be considered for an interview. Only those applicants selected for an interview will be contacted.

The MSIFN is committed to employment equity. All qualified candidates are encouraged to apply; however, Aboriginal applicants will be given priority. Qualified candidates who self-identify as “Indigenous” as defined in The MSIFN Recruitment Policy, will be given preferential consideration for any position.

"An Equal Opportunity Employer"