



Tłıchǵo Community Services Agency  
 Dǵ Nāke Lanì Nāts'etso • Strong Like Two People

## **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Tłıchǵo Community Services Agency	Office Administration Supervisor and IT Technician	
<b>Position Number(s)</b>	<b>Community</b>	<b>Division/Region(s)</b>
27-12275	Behchokǵ	Corporate Services / Tłıchǵo

## **PURPOSE OF THE POSITION**

The Office Administration Supervisor and IT Technician is responsible for managing the front office and Information Technology operations of the Tłıchǵo Community Services Agency (TCSA). This position supervises the reception staff, delegates front office duties and manages the information technology functions. This position provides support, training and maintenance of technology systems, including computer hardware and software fundamentals such as the Microsoft Office suite of applications, Electronic Medical Records (EMR), Smart Board, Bellamy software and the Adobe Acrobat Reader application and maintenance of basic information technology systems. This position oversees and coordinates all administration duties to ensure fulfillment of tasks and objectives in an appropriate timeframe.

## **SCOPE**

The goal of the TCSA is to improve the health, wellness and education of the Tłıchǵo communities by providing a range of easily accessible, integrated programs and services to all people. The Agency manages the delivery of Education, Health, and Social programs and services in the NWT communities of Gametì, Behchokǵ, Wekweètì and Whatì.

The current organizational structure is an interim step in the development of self-government in the Tłıchǵo communities and is expected to evolve over time through the experiences of the Agency and the needs of the communities. The Tłıchǵo Community Services Agency implements both GNWT mandates in education, health services, health and social services.

The Office Administration Supervisor and IT Technician provides hardware and software maintenance, training and recommendations about future planning and development of resources. Providing these services in an effective and efficient manner will ensure maximum access to, and implementation of, technology services.

This position, reporting directly to Manager of Corporate Services and is one of two IT staff that work as a team to provide information and support to staff in the TCSA.

## **RESPONSIBILITIES**

### **1. Provides a first response to questions from staff needing technical assistance in the use of basic computer systems and approved application through telephone calls, e-mail and onsite visits by:**

- Organizing office operations and procedures;
- Supervising office staff;
- Referring unresolved problems to a supervisor or other designated contact as appropriate;
- Maintaining office equipment;
- Assisting in identifying problem sources (hardware, software or operator error);
- Resolving basic problems with hardware, software or operator error;
- Keeping staff/clients informed as to the progress of unresolved problems and maintaining a status log through the computer of issues resolved and to be resolved;
- Providing technical assistance with the use of audio visual presentation systems such as data projectors and other technologies in use in the Agency including telephone systems (conference calls) and photocopiers etc.

### **2. Participates in installing, maintaining, organizing, controlling and protecting hardware and software products by:**

- Installing all new computer equipment with applicable software, testing for functionality with network, printer and internet access and providing basic training to staff as necessary; referring unresolved problems to a supervisor or other designated contact as appropriate;
- Maintaining a current inventory of hardware and software; providing technical assistance with data projectors and other technologies in use in the Agency including telephone systems and photocopiers etc.;
- Purchasing a variety of computer hardware, software and peripherals;
- Decommissioning computer equipment when staff leave the employment of the Agency, backing up and storing critical files and preparing equipment for next user;
- Providing basic troubleshooting for hardware problems and ensuring fixable machines are repaired in a timely manner;
- Disposing machines properly as and when necessary;
- Meeting regularly with Regional IT team to meet the goals of the TCSA Information Technology plan;
- Maintaining the EMR (Electronic Medical Records) supports, such as printing, labels medical records;

- Maintaining and organizing the NEC telephone system for the Regional office: coordinating new installation, troubleshooting user phones, and adjusting current user listings in telephone book and on electronic boards;
  - Assigning and monitoring clerical and secretarial functions;
  - Providing supervision, orientation and training to employees;
  - Providing on-the-job and other training opportunities.
3. **Manages user access to email including Outlook and Agency web portal systems by:**
- Distributing and collecting email user agreements;
  - Creating new users on Outlook and First Class email platforms;
  - Deleting users when necessary, and removing and archiving non-active email users;
  - Maintaining data security software programs to allow access to resources and functions, as necessary and authorized.
4. **Provides front office support and supervision to staff as part of an office team by:**
- Providing leadership, mentoring and directing office management;
  - Creating a positive work environment;
  - Serving as a phone receptionist in English and Tłchq languages and directing or referring callers to appropriate staff contact;
  - Sending out faxes and distributing incoming faxes;
  - Directing visitors to the appropriate staff person;
  - Collecting mail from community post office and distributing to staff mailboxes;
  - Ordering office supplies as required;
  - Arranging for staff duty travel and accommodation for northern and southern travel;
  - Researching most economical means of travel and completing booking transactions;
  - Coordinating travel, accommodation and office purchases through the use of a corporate credit card;
  - Maintaining and reconciling all VISA transactions on a monthly basis;
  - Booking all Board member(s) travel, accommodation and honoraria payments for Agency meetings, including booking a boardroom for meetings and catering;
  - Coordinating all GNWT (TCSA) vehicle registration, licensing and driver abstracts, and work with Risk Management on vehicle inventory claims;
  - Coordinating all casual Nurse removal in/out and auditing travel expense forms;
  - Providing technology and other hardware maintenance at the TCSA switchboard.

## **WORKING CONDITIONS**

### **Physical Demands**

The Front Office Manager-Technology Support Technician performs duties in and out of the office in order to provide technology support as, and when, needed.

The job holder will typically be situated at a workstation, and in a sitting position, when no job is needed from technology support in order to perform office/administration duties.

### **Environmental Conditions**

No unusual demands.

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

Staff reactions to technology often relate to limited experience with computers and applications, or interruptions in service that can result in client frustration with which the incumbent must be able to handle with patience and tact.

Providing technology support for staff can result in a fast paced demanding environment where prioritizing a variety of simultaneous requests for assistance requires tact and diplomacy.

Typically by motor vehicle, the incumbent occasionally travels between Board communities and/or Yellowknife, averaging two hours per trip (one way). Quarterly, the technician travels by aircraft to the more remote communities of the region.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of office administration and supervision principles.
- Knowledge of computer viruses and security.
- Proficient of the technology of electronic equipment, networks, computers and working proficiency of industry software and operating systems and/or demonstrated ability to quickly learn the following: Windows 7, Outlook, Word, and Excel in order to teach board users the correct operation.
- Communication, client relations and interpersonal skills.
- Proficient of northern cultures with an ability to work with diversity.
- Demonstrated ability to speak and interpret the Tłıchʔ language.
- Management and administrative skills:
  - Problem-solving and decision-making skills;
  - Critical thinking skills;
  - Written and verbal communication skills and listening skills;
  - Interpersonal, negotiation, facilitation and public speaking skills;
  - Leadership and motivational skills;
  - Team building skills.
- Ability to read and understand relevant manuals, regulations and procedures.
- Ability to organize time effectively and meet deadlines.
- Ability to work effectively with people of all ages and backgrounds in a multi-cultural environment in order to provide effective workshops and deal appropriately with concerns and questions of individual employees.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace.

**Typically, the above qualifications would be attained by:**

The completion of a post-secondary computer or electronic technology diploma program, or several years of technology based trouble shooting experience.

Equivalent combinations of education and experience will be considered

**ADDITIONAL REQUIREMENTS**

**Position Security** (check one)

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

**French language** (check one if applicable)

- French required (must identify required level below)  
Level required for this Designated Position is:  
ORAL EXPRESSION AND COMPREHENSION  
Basic (B)  Intermediate (I)  Advanced (A)   
READING COMPREHENSION:  
Basic (B)  Intermediate (I)  Advanced (A)   
WRITING SKILLS:  
Basic (B)  Intermediate (I)  Advanced (A)
- French preferred

**Indigenous language:** Select language

- Required
- Preferred