IDENTIFICATION

Department	Position Title	
Tłı̨chǫ Community Services Agency	Technology Support Technician	
Position Number(s)	**Community**	**Division/Region(s)**
94-16257	Behchokǫ̀	Education/Tłı̨chǫ

PURPOSE OF THE POSITION

The purpose of this position is to support IT operations of the Tłı̨chǫ Community Services Agency (TCSA) which includes assisting the Regional Information Technology Coordinator (Edu Info & Computer Tech Coordinator), completing related technology based tasks, and managing the information technology functions. The job holder provides support, training and maintenance of technology systems for the Tłı̨chǫ Community Services Agency Education Division (TCSA), including computer hardware and software fundamentals such as the Microsoft Office suite of applications, PowerSchool, Smart Boards, google classrooms, and the Adobe Acrobat Reader application and maintenance of basic information technology systems. As well, the Technology Support Technician, is expected to complete 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 Tłı̨chǫ 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, Behchokǫ̀, Wekweètì and Whatì.

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

The information technology support 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 reports directly to the Regional Information Technology Coordinator to directly support school programs, staff, and students.

RESPONSIBILITIES

1. **Provides a first response to questions from staff needing technical assistance in the use of basic computer systems and approved applications through remote access, telephone calls, e-mail and onsite visits by:**
   - Maintaining office and school 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;
   - Referring unresolved problems to a supervisor or other designated contact as appropriate;
   - 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 under direction;
   - 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;
   - Providing on-the-job and other training opportunities.

3. **Manages user access to email other education portal systems by:**
   - Distributing and collecting email and other user agreements;
   - Managing accounts on Outlook email platforms and other subscriptions;

- Maintaining data security software programs to allow access to resources and functions, as necessary and authorized.

4. **Provides office support as part of an office team by:**
   - Creating a positive work environment;
   - Occasionally preforming other office administrative duties (ex: preparation of board reports, photocopying, preparing for conferences and meetings);
   - Keeping accurate records of IT requests, tickets, and resolutions;
   - Preparing reports in consultation with the supervisor;
   - Ordering IT supplies as required;
   - Supporting education program requirements with administrative support (ex: digitalizing resources, data entry to support student records, etc).

5. **Perform other related duties as required.**

WORKING CONDITIONS

Physical Demands

The 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 may travel by aircraft to the more remote communities of the region.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of office administration.

- Knowledge of computer security.
- Proficient or a willingness to learn the management of electronic equipment, computers, software, networks, and education specific program such as: Microsoft office suite, Google, and Powerschool in order to teach board users the correct operation.
- Ability to read and understand relevant manuals, regulations and procedures.
- Good communication, client relations and interpersonal skills.
- Proficient of northern cultures with an ability to work with diversity.
- 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.
- Strong 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.

Typically, the above qualifications would be attained by:

The completion of a post-secondary computer or electronic technology diploma program, OR

At least 2 years of technology based trouble shooting experience, OR

An equivalent combination of experience and training such as the completion of an Office Administration diploma program in addition to relevant technology training and experience, AND

Previous experience working in a small community and managing diverse, cross-cultural relationships.

ADDITIONAL REQUIREMENTS

Position Security
- ❑ 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
- ❑ French required
- ❑ French preferred
- ☒ French not required

Indigenous language: Tlicho

    ☐ Required
    ☒ Preferred