



Fort Nelson First Nation

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INTERNAL/EXTERNAL POSTING

Job Title:	Computer Support Specialist	Posting #:	13-2023
Department:	Corporate Services/Administration	Pay Grade:	G5L2
Location:	On Reserve, in office	FTE:	1.0
Supervisor:	IT Technician	Hourly Rate:	\$29.15-\$33.05
Purpose:	Network security, Tech support services	First Posted:	2023-04-19
Effective Date:	Immediate, full time permanent	Closes:	When filled.

Job Scope

Reporting to the Information Technology Technician, the Computer Support Specialist is responsible for timely and effective resolutions to end-user productivity issues as they relate to IT-serviced computer operations. This will be accomplished by performing question/problem diagnoses, guiding users through to issue resolution, communicating technical solutions in user-friendly language, and conducting end-user training where necessary. IT Support is also responsible for recording problems/solutions within the IT call-tracking system. The Computer Support Specialist will provide hardware and software maintenance, installation, training, consultation and troubleshooting services, ensuring employees have appropriate credentials and access. The Computer Support Specialist will help the Information Technology Technician evaluate new and enhanced approaches to deliver IT services; tests and optimizes the functionality of systems, networks, and data; and defines technical requirements for the network.

Candidate Profile

The Computer Support Specialist has graduated from a recognized technical program in computer systems and networking studies, supplemented by related work experience. The Computer Support Specialist has good interpersonal, communication, and organization skills, and is a critical thinker who can trouble shoot and problem-solve IT issues and can take initiative to resolve issues. Maintaining a courteous approach in all matters, and possessing good listening and observation skills is key for this team player who is comfortable with deadlines, task-switching, and prioritizing a busy workload. The ability to work independently in a busy, varied, and diverse environment with changing priorities requires this employee to be self-motivated, independent and a team player with attention to detail.

Minimum Requirements

- High school diploma or equivalent with an acceptable combination of on-the-job training (or post-secondary certificate or diploma in computer sciences)
- Minimum 3 years' experience working directly in IT support.
- Ability to diagnose problems, performs repairs, and provides support for a wide range of applications.
- Experience with computer and server hardware. Hands-on experience performing activities associated with installing, maintaining, and servicing computer-related products, including but not limited to desktops, notebooks, tablets, iOS devices, servers, and network devices, printers, and cellular devices, using standard methods, techniques and tools.
- Extensive knowledge of different office software suite such as Microsoft Office Software and LibreOffice.
- Knowledge of Outlook and connectivity to Microsoft exchange and Google Products, including setup of mobile devices and migration of settings and email information.



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- Knowledge of: computer workstation setup, multi-function printers, Microsoft Active Directory how to setup domain users.
- Knowledge of directories and managing users.
- Knowledge of word processor, spreadsheet, browser, email and file compression software, backup/restore/imaging utilities.
- Experience with networking protocols, including TCP/IP, DNS, DHCP, VPN, networking and IP addressing.
- Able to quickly analyze issues and determine best course of action using available resources.
- Sound judgment to escalate issues to IT Technician.
- Good customer service mindset and able to communicate in user-friendly language.
- Compliance with BC Immunization program, TB screening, and COVID-19 vaccinations.
- Ability to provide own transportation to and from work.
- Satisfactory completion of a Police Information Check.
- Valid Class 5 BC Driver's License and drivers abstract is required.

Additional Information

The following training/certificates and additional assets are preferred, but the Employer may provide training to successful candidate:

- Google™ drive, calendar, forms and other Google™ products.
- Ability to speak Dene and/or Cree.
- Other certificates: WHMIS, First Aid.

Work Conditions

This work takes place Monday to Friday, 8:30 a.m. – 4:30 p.m., excluding holidays. The majority of work occurs at various public/employer buildings on reserve. Requirement to travel to several sites on reserve.

Application Instructions

Closes: When filled. **Remuneration:** Rate offered to the successful incumbent is pending certification(s), skills, experiences, knowledge. *Preference may be given to qualified First Nation's applicants. Kindly forward your cover letter and resume to: recruitment@fnnation.ca

We thank all individuals for applying, but only those applicants whose applications clearly demonstrate meeting all of the requested minimum requirements will receive a reply.

* Constitution Act, 1982 [Section 35]; Canadian Charter of Rights and Freedoms [Section 15(1)]; Canadian Human Rights Act [Section 16(1)]; Employment Equity Act [Section 5(a), 10(b)]; Declaration on the Rights of Indigenous Peoples [Article 22]; ILO Convention 169 on Indigenous and Tribal Peoples in Independent Countries.