



# Fort Nelson First Nation

Strong. Healthy. Proud. Self-reliant.

## EXTERNAL POSTING

<b>Job Title:</b>	Computer Support Trainee	<b>Posting #:</b>	13-2024
<b>Department:</b>	Corporate Services	<b>Grade:</b>	3
<b>Location:</b>	Office at 2026 Kennay Yah Road; Multiple Sites Served	<b>FTE:</b>	1.0
<b>Supervisor:</b>	Information Technology Technician	<b>Starting Rate:</b>	\$25.15/hr.
<b>Key Duties:</b>	Technology Support Services	<b>First Posted:</b>	2024-04-16
<b>Effective Date:</b>	Immediate, full time permanent	<b>Closes:</b>	2024-04-29

### Job Scope

Reporting to and receiving direction from the Information Technology (IT) Technician, the Computer Support Trainee plays an essential role in assisting the IT Technician with resolving end-user productivity issues as it relates to IT-serviced computer operations. This will be accomplished by assisting with performing question/problem diagnoses, guiding users through to issue resolution, communicating technical solutions in user-friendly language, and conducting end-user training where necessary. The Computer Support Trainee will maintain logs and notes to record problems/solutions in the IT call-tracking system. The Computer Support Trainee will assist with hardware and software maintenance, installation, training, consultation and troubleshooting services, ensuring employees have appropriate credentials and access. Additional aspects of the work include assisting the IT Technician with the evaluation of 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 Trainee is a motivated and tech-savvy individual who is ready to engage in on-the-job training and has a genuine interest in technology. This individual has good customer service, interpersonal and communication skills. Maintaining a courteous approach in all matters, and possessing good listening and observation skills and the attention to detail is key for this team player who is comfortable with multi-tasking/task-switching.

### Preferred Qualifications

#### Knowledge:

- Grade 12 high school diploma
- Keen interest in working with computer systems and may be self-taught,
- Currently enrolled in basic IT/computer coursework

#### Skills:

- Quick learner and grasps new and technical information easily
- Good customer service skills and willing to support any employees' basic computer assistance needs
- Good interpersonal and communication skills.
- Good listening and observation skills and attention to detail.



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### Abilities:

- Ability to embrace a learning role and take direction
- Ability and willingness to take action and enroll in training to further skills through an accredited institution.
- Ability to multi-task/task-switch

### Other (required):

- Interested and willingness to learn about information technology and computer systems.
- Compliance with BC Immunization program, TB Screening, and FNFN's COVID-19 vaccination policy.
- Satisfactory completion of a police information check required.
- Valid Class 5 Driver's Licence and satisfactory drivers abstract, may consider Class 7 driver's licence
- Ability to provide own transportation to work.

### Optional:

- Previous experience working in technology
- Certificate in information technology from an accredited institution, is an asset.
- Familiarity with MS Office Suite and/or Google™ Workspace products.
- Ability to speak Dene and/or Cree.

### 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 sites within 8 kilometers. Flexible schedules may be required for special projects. Must be able to physically inspect equipment and lift at least 50 lbs. Extra-regular and overtime hours only as approved by the Supervisor.

### Compensation

**Remuneration:** Competitive hourly wage, 35-hour standard work week, comprehensive benefits (health/dental, insurances, weekly indemnities), pension, and 3 weeks vacation. Rate offered to the successful applicant is pending certification(s), experience, knowledge, skills, abilities and other attributes.

**Lifestyle:** This unique work opportunity offers a life experience in one of the most beautiful and affordable places to live in Canada. Fort Nelson is a regional municipality with year-round indoor and outdoor recreation and cultural activities. Explore the 'Serengeti of the North' in our super natural Northern Rockies, British Columbia!

### Application Instructions

**Closes:** April 29, 2024 at 11:59 p.m. \*Preference may be given to qualified First Nation's applicants. Kindly forward your cover letter and resume to: [recruitment@fnnation.ca](mailto: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.