



Employment Opportunity

Position: IT & Media Relations Intern

Location: Niizhwaaching Aanikoobijigeng Gikinoo'amaadiiwigamig, Fort Frances Campus

Start Date: May 2024

Deadline: May 10, 2024 at 4:30pm CST

Duration: 4 Month Intern Contract Position

Wage: \$25.00 per hour, based on a 35 hour work week

How to apply: Please send a cover letter, resume, and three employment-related references (one of which must be from a current/recent supervisor) via one of the following:



Email:

Attn: Human Resources Department
human.resources@7generations.org



Mail:

Attn: Personnel Committee
Seven Generations Education Institute
1452 Idylwild Drive, PO Box 297
Fort Frances, ON, P9A 3M6



Fax:

Attn: Personnel Committee
(807) 274-8761

Please direct any questions regarding this opportunity to Human Resources at human.resources@7generations.org

We would like to thank everyone for their application, but only those individuals selected for an interview will be contacted. Accommodation in the recruitment process is available upon request by contacting Human Resources.



IT & Media Relations Intern

Job Description

General Description

The Intern will work alongside the Director in support of IT & Media Relations staff to meet the goals and objectives of the computer network, media relations, and supporting staff and students with technology. With the support of the Director, the Intern will provide leadership, coordination, supervision, and accountability of network operations.

In addition to performing Director duties, the Intern will learn the responsibilities of the IT Technician, Makerspace Assistant, Online Learning Support Specialists, Communication Specialist, and Marketing Specialist to become familiar with SGEI processes for branding, marketing, information systems, and increasing technology usage while supporting SGEI staff and students.

Qualifications and skills requirements

- Currently enrolled in a post-secondary program in a related field.
- The incumbent must have excellent interpersonal skills to be used in dealing with a variety of computer users.
- Excellent knowledge of microcomputer hardware and peripherals in standalone and network configurations is required.
- Knowledge of standard microcomputer software such as Microsoft O365 and the ability to install them is essential.
- Certification in Microsoft would be considered an asset.
- The ability to rapidly acquire knowledge of non-standard applications such as those licensed by Seven Generations Education Institute is required.
- The incumbent must have excellent problem-solving abilities and technical skills. The ability to diagnose the correct problems in a complex, multi-vendor, multi-protocol environment is key to the incumbent's success.
- Must be able to work independently.
- Due to the high volume of work and restricted timelines, the incumbent must have the ability to work well under pressure and have excellent time management skills.
- Experience in a networked microcomputer environment is an asset. Knowledge of network operating systems.
- The incumbent must be capable of safely lifting and carrying computer equipment within Health and Safety guidelines.
- Must have the ability to work effectively in a team.
- Must be capable of maintaining confidentiality, with a high level of accuracy regarding information.



- The incumbent must maintain a vehicle for travel among schools with insurance coverage as required by the SGEI policy.
- Knowledge of Treaty #3 Area and its communities.
- Experience and proficiency with O365.

Supervisor: Director of IT & Media

Job duties/responsibilities

- Responsible for the installation, maintenance, administration, and support of computer and network components that comprise the local and wide area networks.
- Document and troubleshoot issues related to all servers, PC's, and Mac computers.
- Document and troubleshoot connectivity issues for users in a timely and professional manner.
- Ensure updated virus protection on the servers, desktops, and laptops.
- Responsible for the installation and maintenance of standalone computers in sites where network connections are not available or not desirable.
- Labels all components of SGEI's local area networks. Creates and maintains an inventory of academic hardware components and academic software licenses.
- Installs client workstations in both standalone and network configurations.
- Assist in the development of IT policies, system(s), and procedures.
- Advise the Director of IT of recurring issues that are related to the network system and user to ensure the issues are resolved in a timely, cost-efficient, and professional manner.
- Update troubleshooting documentation and disaster recovery plan.
- Document and troubleshoot connectivity issues for users in a timely and professional manner.
- Troubleshoot technical challenges with students, instructors, and support staff.
- Develop training manuals of technological equipment for instructors.
- Provide training and support on various technologies available within SGEI
- Research, develop and prototype innovative maker activities.
- Create and maintain a repository of tutorials on how to use the machines/equipment safely.
- Record and take inventory of supplies and equipment for replenishing.
- Develop videos to promote SGEI programs.
- Develop photos of students, classrooms, etc., to promote SGEI.
- Provide telephone hot-line support to various team members as required.
- Provide support services to the First Nations working with the organization.
- Work with faculty at all levels of technical competence.
- Other duties as assigned.



Relationships

Internal

1. Interacts and reports directly to the Director of IT & Media.
2. Work with IT & Media staff primarily
3. Work with all other departments of the SGEI.
4. Provides direction to support staff that assist with office and managerial duties.

External

1. Liaise with visitors.
2. Represent SGEI for recruitment purposes.

Working conditions

- Position typically works indoors in shared office space.
- Occasional travel to area communities and other campus locations will be required.
- May be exposed to noise, and on rare occasions to behaviourally difficult students, clients, and members of the public.
- Normally a seven (7) hour workday with occasional requirements for overtime. Supervisor will need to preapprove any overtime requirements.
- Incumbent may be required to attend and conduct presentations as directed.
- A moderate level of manual dexterity required to use desktop computer and peripherals, with a moderate requirement for accuracy.
- Lifting or moving up to 20lbs may be required.

Conditions of Employment

- Valid Ontario class 'G' driver's license; ability and willingness to travel.