



Employment Opportunity

Position: Information Technician

Location: Niizhwaaching Aanikoobijigeng Gikinoo'amaadiwigamig, Fort Frances Campus, or Manidoo Baawaatig, Kenora Campus

Start Date: July 2024

Deadline: July 3, 2024 at 4:00 PM Central Time

Wage: \$40.00 / hour, 35 hours per week (Full time, permanent).

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



Fax:
Attn: Personnel
Committee
(807) 274-8761



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

Please direct any questions regarding this opportunity to the Director of Information and Technology and Media Relations, Christine Woolsey at christineb@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.

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Information Technician

Job Description

General description

Responsible for the network information system, including the design, development, and implementation of all servers and peripheral devices required to monitor and maintain the IT system. The Information Systems Technician will be required to train staff, instructors on technological equipment that is used in the classroom. In addition, the position is responsible to ensure that Information Systems remain secure, and that best practices are implemented to ensure the security and privacy of our information and our users.

Qualifications and Skills Requirements

1. Completion of Two Year Post-Secondary Diploma in Computer Sciences or a related discipline.
2. Three (3) years of experience maintaining a computerized network system.
3. Highly developed understanding of managing and administering Windows operating systems for servers and workstations, TCP/IP networking protocol, Wi-Fi Access Points, Firewalls, Cisco Phone Systems, VPNs, and Polycom Video Conferencing.
4. Highly developed understanding of Microsoft software and administration (2016, 2019, Microsoft 365).
5. An equivalent combination of education and experience may be considered on a case-by-case basis.
6. Experience training staff and students in the use of network systems and software applications preferred.
7. Experience managing accounting software and Human Resources Information Systems (HRIS) applications preferred.
8. Experience administering learning management systems, student information systems, and databases would be considered an asset.
9. Experience with Cisco Access Points and switches would be considered an asset.
10. Certification in CNE, MCSE, or CCNA would be considered an asset.
11. Knowledge and two (2) years of experience using Crystal reports would be considered an asset.
12. Highly developed interpersonal and communication skills.
13. Proven ability to troubleshoot problems and provide solutions.
14. Demonstrated understanding of software licensing requirements preferred.

Supervisor: Director of Information and Technology and Media Relations.

Job duties/responsibilities

1. Perform regularly scheduled tests of the hardware and software utilized in the network system.
2. Lead and execute large-scale IT projects ranging from cloud migrations to full-site deployments.



3. Conduct IT assessments to evaluate the effectiveness of client infrastructure and identify potential solutions.
4. Engineer cost-effective IT solutions tailored to staff and students' needs
5. Add/delete/modify rights to the users and guests promptly and professionally.
6. Document and troubleshoot issues related to all servers, PC's, Mac Computers, and all other technology.
7. Document and troubleshoot connectivity issues for users promptly and professionally.
8. Ensure updated virus protection on the servers, desktops, and laptops.
9. Ensure best practices are implemented to manage and mitigate cyber risk, including as required to support procurement of cyber risk insurance.
10. Ensure proper connectivity and maintenance between Accounting Software, clients, and servers.
11. Help support the implementation, rollout, and administration of Software programs.
12. Provide maintenance and updates to the printers and copiers.
13. Assist in recommending purchasing and installing all network desktops and laptop computer hardware, software, and peripheral devices.
14. Assist with developing IT policies, systems, and procedures.
15. Assist in developing Network diagrams, troubleshooting documentation, Disaster Recovery plans, and all other IT infrastructure documentation.
16. Provide initial training to staff/students on how to use technology as it is used in the classroom.
17. Implement recommended changes to the IT system(s) promptly, as required.
18. To assist instructors with new technology, as required.
19. To advise the Director on reoccurring issues related to the network system and user to ensure the issues are resolved promptly, cost-efficiently, and professionally.
20. Provide maintenance and updates to desktops and laptops as required.
21. Support with investigations, including review of security footage, access, stored files, and other items as required.
22. Assist with the website (maintenance and/or updates) as required.
23. Help maintain digital signage.
24. Undertake regular professional development and training to remain current and competent.
25. Other duties as assigned.

Relationships

Internal

1. Interacts with the staff, instructors and students for issues related to the IT system.
2. Regular reporting to the Director of IT, Director of Administration, and the Director of Human Resources.

External

- Upon requests of the Director of Administration and the Director of Human Resources
1. Deal with vendors and other outside suppliers of computer hardware, software and peripheral devices.
 2. Liaise with other IT personnel in other organizations, as a part of professional development.



Working conditions

- Typically works indoors in semiprivate office space. Exposed to moderate levels of noise on a frequent basis. May be exposed to behaviourally difficult clients or members of the public on rare occasions.
- May be exposed to inclement weather on occasion. Required to travel in all weather conditions on an occasional basis.
- May be required to work overtime, evenings and weekends on an occasional basis, as directed.
- Required to complete repairs or resolve IT system issues under tight deadlines on an occasional basis.
- Exposed to dirt and dust on an occasional basis.
- Work involves fine movements where speed is a moderate consideration.
- Work requires a high degree of concentration for moderate periods on a daily basis.
- Work requires a high degree of physical effort with intermittent opportunity to change bodily positions.
- Some heavy lifting of between 25-50 lbs. required.
- Work requires prolonged visual exposure to computer screens.

Conditions of Employment

- Must provide a satisfactory vulnerable sector check as the incumbent will interact with staff and students of all ages on a one-on-one basis from time to time.
- Must maintain a valid Class 'G' Driver's license due to the requirement to travel to other campus and office locations.

Reviewed: February 1, 2024