



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

Toll Free Phone: (866) 225-9067

Toll Free Fax: (877) 825-7564

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Job Board Posting



Careers.Indigenous.Link

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Desktop Support Technician

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|--------------------|---|-------------------------|
| Job ID | 15-5024-5883 | |
| Web Address | https://careers.indigenous.link/viewjob?jobname=15-5024-5883 | |
| Company | ONWA | |
| Location | Thunder Bay, Ontario | |
| Date Posted | From: 2019-02-21 | To: 2019-06-01 |
| Job | Type: Various | Category: Miscellaneous |

Description

SCOPE: The Desktop Support Technician will provide both onsite and remote computer and VoIP telephone support for ONWA staff across Ontario. The Desktop Support Technician will work with our network management team to discuss the need for network changes and the feasibility of projects recommended by network users. The Desktop Support Technician is also required to monitor technology trends and makes recommendations on incorporating new technology into the company's existing platforms.

QUALIFICATIONS:

- Post-secondary diploma/degree in IT-related field.
- 1+ years of experience in a technical support role.
- Relevant certifications, such as Microsoft, Cisco, and CompTIA are preferred, but not required.
- Working knowledge and expertise with a variety of software, hardware and applications.
- Willingness to solve complicated problems and see projects through to completion.
- Analytical skills to study problems and records and identify solutions.
- Team-oriented attitude to help other colleagues and departments with technical problems.
- Must be dependable, able to follow instructions, respond to management direction and be able to improve performance through management feedback.
- Capacity to solve problems and to see different perspectives.
- Ability to plan, organize and manage time effectively.
- Highly motivated individual with the ability to work with minimal supervision.
- Excellent organizational and communication skills and an ability to follow through on assigned duties independently with strict deadlines.
- Knowledge of Not-For Profit Organizations
- Ability to travel.
- Reliable vehicle, appropriate vehicle insurance coverage and valid Ontario "G" class driver's license.
- Current, valid vulnerable sector criminal records check.
- Knowledge of Indigenous Culture, Traditions, and Indigenous Community
- Ability to speak an Indigenous Language is considered an asset.
- Cultural competency:
- no Experience working with Indigenous organizations an asset
- no Experience working with Indigenous communities with a working knowledge of Indigenous cultures and traditions.

RESPONSIBILITIES-SPECIFIC:

- Logging and processing support requests.
- Installing and configuring computer hardware, software, VoIP phones, printers and scanners.
- Investigating, diagnosing and solving computer software and hardware faults.
- Identify, log and resolve technical problems with software applications or network systems.
- Repairing and replacing equipment as necessary.
- Planning and undertaking scheduled maintenance upgrades.
- Setting up accounts for staff and ensuring they know how to log in.
- Maintaining records of software licenses.
- Managing stocks of equipment, consumables and other supplies.
- Provides advice and guidance to colleagues regarding incidents.
- Identify potential changes and system improvements to present to senior team leaders for consideration and implementation.
- Create, maintain, and distribute reports of progress to senior leadership.
- Explain and document technical issues in a clear way to staff.
- Monitoring and maintaining computer systems and networks.
- Responding in a timely manner to service issues and requests.
- Setting up accounts for new users.
- Testing new technology.
- Travel when required.
- Training staff.
- Other duties as assigned.

RESPONSIBILITIES - GENERAL:

- Culture - Takes personal responsibility to increase sensitivity, awareness and implementation of ONWA's cultural teachings and organizational practices in both professional conduct and work-related deliverables.
- Support and work towards the overall aims and objectives of the ONWA.
- Adhere to all policies and procedures

RESPONSIBILITIES - ADMINISTRATIVE:

- Complete monthly reports and submit to supervisor when required
- Complete quarterly reports on or before the requested due date.
- Complete reports to funders as required.
- Complete and attend supervisions on a regular basis
- Other reports or admin as

assigned
STANDARD OF PERFORMANCE:

- Adhere to the Policies and Procedures as set by the ONWA
 - Representation on committees as required for the enhancement and benefits of ONWA's programs.
 - To network and promote ONWA and all ONWA related programs.
 - Adhere to professionalism at all times and maintain good communication.
 - Maintain professionalism at all times.
 - The completion of functions outlined in the description and the achievement of goals set to a high level.
 - Attendance and conduct at work according to the requirements of the Association's Personnel Policy.
 - Adherence to the Code of Ethics, and positive relationship building.
- AUTHORITY: To execute duties and responsibilities outlined in the job description.
- ACCOUNTABILITY: The Desktop Support Technician will be directly accountable to the Infostructure Manager for the proper completion of the functions outlined in the job description.

For more information, visit ONWA for Desktop Support Technician