

First Nations Education Steering Committee

Suite #113-100 Park Royal South, West Vancouver, BC V7T 1A2
P: 604-925-6087 Toll-Free: 1-877-422-3672



FNESC Careers www.fnesc.ca/employment jobs@fnesc.ca

Regional ICT Support Assistant (Vancouver Island, BC)

Summary: Manages the day-to-day operations of the ICT Support which provides direct ICT services to First Nations schools related to hardware, software and Education Technology. Duties include IT equipment maintenance and IT networking, coordinating training, data collection and data entry. Other major duties include assisting the ICT department with projects and other ICT related initiatives.

Duties and Responsibilities:

ICT Support

- Manages all incoming emails, telephone calls, voicemails and web logged issues from First Nations schools and FNESC.
- Monitors software/hardware and Education Technology trends and issues so proactive solutions can be implemented as needed.
- Coordinates training for First Nations schools relating to information system (DRUMS), hardware, software and Education Technology which includes the planning, preparation and implementation of training and workshops.
- Communicates effectively with Central ICT Helpdesk.

Schools Network Support

- Manages all ICT related equipment in the schools, namely computers, printers, AV equipment, photocopiers, fax machines, fax services, and network servers.

Data Collection

Manages the collection and entry of data for the following projects and other projects as required:

- School ICT Contact List
- Standardized Tests Data
- Schools Assessment Project
- Schools Education Services Data (DRUMS)

ICT Administration

- Manages relationships with First Nations schools and follows FNESC finance policies in regards to payment and invoicing of services for ICT equipment in conjunction with the finance department. General administrative duties including general filing, photocopying, faxing and typing as required. Provide administrative assistance to other members of the ICT team as needed.

Mentorship

- Provides mentorship opportunities with ICT knowledge, skills and abilities to community members as directed. Mentorship opportunities may include, but are not limited to job-shadowing, demonstrations, telephone/video advice, or having community members join in travel to other communities to job-shadow;
- Liaise with Program Coordinator to coordinate mentorship activities.

Other Duties: As requested within the same scope and level.

First Nations Education Steering Committee

Suite #113-100 Park Royal South, West Vancouver, BC V7T 1A2
P: 604-925-6087 Toll-Free: 1-877-422-3672



FNESC Careers www.fnesc.ca/employment jobs@fnesc.ca

Requirements

The position will require an individual with the following knowledge, skills and personal characteristics:

Required Education and Experience

The position will require an individual who has:

- A network certificate or diploma;
- A minimum of one year of network support and program coordination experience in a busy office environment; or
- A minimum of one equivalent combination of experience and education;
- Vehicle (reliable, insured, and fuel efficient) and valid class 5 driver's license.
- Ideally experience on First Nations or First Nations education in BC.

Required Knowledge, Skills and Abilities

- excellent interpersonal skills and the ability to exhibit professionalism;
- good network skills;
- an ability to coordinate several different tasks;
- strong organization, time management and project coordination skills including inventory management with the ability to work independently and as a member of a team;
- the ability to identify weaknesses in existing systems and processes and recommend changes to improve them;
- demonstrated ability to effectively liaise and communicate both orally and in writing, while using discretion and tact with a wide variety of internal and external stakeholders;
- must possess a high level of communication skills, both written and verbal, in order to manage Helpdesk inquires, coordinate training and manage data collection;
- capable of lifting and carrying 30 lbs boxes;
- dependability, flexibility, and reliability.

Hours of Work:

This is a full-time temporary position for one year. 35 hours per week. However, the nature of this position is such that some additional time with notice may be required and there is a possibility of work on weekends or during the evenings. All employees will comply with the FNESC Personnel and Finance Policies.

Contract:

One position. Full-time temporary for one year.

Work Location:

First Nations schools in the province of BC:

- Vancouver Island;

90% of this job is travel.

The salary for this position is \$44,000 per year. We thank everyone who applies for their interest in FNESC. Unfortunately, due to the volume of applications, we are only able to respond to those applicants who are selected for an interview. We cannot respond to telephone or email inquiries.

Please send your resume and cover letter to jobs@fnesc.ca