

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



ICT Systems Analyst, DRUMS

Join us to make a lasting impact!

The First Nations Education Steering Committee (FNESC) is currently looking for a dedicated, energetic and organized ICT Systems Analyst to join our hard-working team who work collaboratively and diligently to improve education for all First Nations students in BC. The ICT Systems Analyst, DRUMS manages the day-to-day operations of the Information Systems Helpdesk (DRUMS: Data Records and User Management System) which provides direct ICT Services to First Nations schools related to School Information and Reporting requirements. Duties include the management of the helpdesk, coordinating training, data collection, and data entry.

Since 1992, FNESC, led by a strong and diverse board of over 125 First Nations community representatives, has worked in partnership with the First Nations School Association (FNSEA), and the Indigenous Adult Higher Learning Association (IAHLA). Communications, research, partnership-building, resource development and advocacy are all part of the work we do to advance issues in First Nations education.

Duties and Responsibilities:

- Maintains DRUMS by creating logic specifications, coding, testing, and documenting programs in accordance with established standards, and ensures adequate file space is maintained;
- Develops, leads, and administers monthly training for First Nations school teachers related to DRUMS and/or other records and user management systems managed by FNESC;
- Develop and Conduct in-house training for software applications used by FNESC;
- Develops user guides, updates, manuals, or other resources related to DRUMS;
- Acts as FNESC's subject-matter expert related to DRUMS and actively participates in DRUMS reviews, revisions, roll-outs, as well as all internal and external training related to DRUMS;
- Ensures errors/deficiencies are corrected as required by responding to the user complaint or Help Desk report, analyzing/troubleshooting the problem, taking corrective action and testing to ensure the system meets optimum efficiency, managing client expectations, and providing the required documentation;
- Participates in the development of system design of approved projects or enhancements to a system by identifying information components involved, detailing data flow, determining the nature of changes required to interface with existing systems, writing system, and operating documentation, creating reports, and validating data, and assisting in the preparation of system design documents for user sign-off.

We encourage you to apply if you want to join an organization that makes a difference and possess the following:

- A technical certificate or diploma in technology or communications;
- A minimum of one year of ICT support and program coordination experience in a busy office environment; or an equivalent combination of experience and education.
- Ideally an understanding of First Nations education and experience working in education;
- excellent interpersonal skills and the ability to exhibit professionalism;
- an ability to coordinate several different tasks and work within a busy office environment;
- 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.

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We offer full-time meaningful work in a professional, friendly, and respectful office environment which is easily accessible by transit and right next door to Park Royal Mall. We enjoy having occasional lunches together as a team – pizza is one of our favourites. Our benefits and pension plans are above average, as is our vacation entitlement. We also offer professional development and a health and a wellness subsidy for all of our employees.

This is a full-time, permanent position with most of the work being done between 8:30 a.m. and 4:30 p.m. However, the nature of this position is such that occasional work outside of those hours, including weekend work, may be required. We may consider requests for partial-work-from-home for the right employees and in circumstances that work for everyone

The salary for this position is \$58,710 per year.

FNESC requires that all FNESC staff be fully vaccinated for COVID-19 for two reasons: First, because FNESC takes its responsibility to create and maintain a healthy workplace very seriously. And, second, because many of our staff attend First Nations communities in-person. Some First Nations have unique requirements and vulnerabilities related to communicable diseases like COVID-19, and FNESC always respects the needs of First Nations.

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