

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

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Regional ICT Support Assistant (Okanagan Region, BC)

Join us to make a lasting impact! An excellent work-life balance is waiting for you!

The Regional ICT Support Assistant is an important position in FNESC's ICT team. The ICT team is one of our teams within the Human Resources and Support Services department. FNESC provides direct ICT services to First Nations schools related to hardware, software and education technology. The Regional ICT Support Assistant manages the day-to-day of this ICT Support and this position specifically serves First Nations schools in the Okanagan region of British Columbia. In order to provide this support, significant travel within the Okanagan region is required. 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.

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.

What We Offer:

- The salary for this position is \$45,320.00 per year;
- Three (3) weeks of vacation as well as two (2) weeks of vacation at Christmas time (with the latter being subject to annual board approval);
- Well above-average benefits plan that is 100% paid for by FNESC, that includes: extended health care, dental care, and vision care;
- Well above-average employer matched pension plan;
- Work from home;
- Career advancement opportunities in a fast-growing organization (approximately 30% of current FNESC employees have been promoted into their current role);
- Generous annual professional development subsidy;
- Generous wellness subsidy;
- 35-hour working week;
- Regular employee appreciation events such as our annual Summer Barbeque and Christmas Party.
- Respectful work environment with a stellar work-life balance;
- Being able to see beautiful British Columbia up-close and regularly.

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;

Schools Network Support

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

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servers.

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.

What We're Looking For:

- 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;
- Excellent interpersonal skills and the ability to exhibit professionalism;
- Good network skills;
- A satisfactory criminal records check.

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.

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