

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 System Administrator

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

The First Nations Education Steering Committee (FNESC) is currently looking for a dedicated, energetic and organized ICT System Administrator to join our hard-working IT team who work collaboratively and diligently to improve education for all First Nations students in BC.

This position will provide first-line technical support to FNESC staff experiencing difficulties with computer systems, software applications, and electronic devices. Respond to help desk tickets and phone requests, troubleshoot common technical issues, and escalate complex problems to senior FNESC ICT staff. Assist with system maintenance, user account management in Office 365 and Azure Entra, and manage hardware tracking while delivering excellent customer service to end users. Work independently to prioritize tasks and resolve issues efficiently with minimal supervision. Maintain thorough documentation of all support activities and technical procedures.

Since 1992, FNESC, led by a strong and diverse board of over 130 First Nations community representatives, has worked in partnership with the First Nations School Association (FNSA), 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 \$65,083.00 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;
- The potential for partial 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.

Duties and Responsibilities:

Help Desk Support

- Respond to incoming help desk tickets, phone calls, and in-person requests in a timely and professional manner;
- Troubleshoot and resolve common hardware and software issues including password resets, email configuration, printer connectivity, and application errors;
- Document all support requests, troubleshooting steps, resolutions, and outcomes in detail within the help desk ticketing system;
- Escalate complex technical issues to Level 2 support or IT management as appropriate;
- Follow up with users to ensure issues are fully resolved and user satisfaction is achieved;
- Independently manage ticket queue and prioritize support requests based on urgency.

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User Account Management

- Create, modify, and disable user accounts in Azure Entra and/or other cloud and on-prem systems;
- Add and remove users from Microsoft 365 groups, Teams, and SharePoint sites;
- Manage mobile device access and troubleshoot Microsoft Intune issues;
- Create and maintain accurate user documentation;

Office 365/Microsoft 365 Support

- Troubleshoot common issues with Outlook, Teams, OneDrive, SharePoint, and other Microsoft 365 applications;
- Assist users with file sharing, collaboration features, and cloud storage;
- Guide users on Teams/Zoom meeting setup, audio/video issues, and functionality;

Desktop and Device Support

- Perform Windows and Mac troubleshooting including operating system issues, software installations, and hardware problems;
- Set up and configure workstations for new employees;
- Install and update approved software applications;
- Assist users with peripheral devices such as printers and monitors, etc.

Remote Support

- Provide remote technical assistance to off-site users via phone, email, or remote desktop tools;
- Troubleshoot VPN connectivity and remote access issues;
- Guide remote users through technical procedures;

What We're Looking For:

- A technical certificate or diploma in technology and/or A+ certification and a certificate in System Administration or equivalent combination of experience and education;
- A minimum of 3 years as a System Administrator in a busy office environment;
- An understanding of First Nations history and culture and First Nations education specifically, including challenges and strengths.

We offer full-time meaningful work in a professional, friendly, and diverse 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 favorites.

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