



Penticton Indian Band

841 Westhills Drive
 Penticton, British Columbia
 Canada V2A 0E8

Telephone: 250-493-0048 Fax: 250-493-2882

Position Title:	I.T. Support Technician	Classification:	5	\$24 – 30 per hour (Based on education & classification)
Department:	I.T.	Type:	Task performer	
Status:	Full-time, Term	Working Hours:	Up to 35 hours per week (Flexible)	
Responsible To:	I.T. Manager			
Location:	Snxastwilxtn Centre, 198 Outma Sqilxw Place, Penticton BC, V2A 0E3			
Deadline:	September 12, 2022			

Job Summary:

This position requires an energetic and intelligent person that will report directly to the IT Manager. If you are looking for an organization that appreciates your contributions, encourages initiative and creativity PIB IT is a perfect fit. The IT Support Technician is responsible to design, support, maintain and evaluate computer networking and telecommunication systems; installs configures maintains both physical and virtual computer servers; maintains employee network, email, video, and wireless network services.

Core Competencies:

- Self-motivation
- Teamwork
- Ethics & integrity
- Detail oriented
- Computer skills
- Organizational skills
- Adaptable
- Listening skills
- Problem solving and investigative skills
- Energetic
- Innovative thinking

Duties/Responsibilities:

Job Responsibilities and Work Performed

- Assists in ensuring network connectivity and optimal operation of all servers, workstations, telephone equipment, printers, and other network devices.
- Assists with plans, designs, and implements data connectivity for local area network (LAN) and wide area network (WAN) systems.
- Assists with coordinates special projects including network related wiring plans, LAN/WAN hardware/software purchases and system installation, backup, maintenance, and problem solving.
- Analyzes and troubleshoots network performance and tracks the nature and resolution of problems; troubleshoots and resolves server or data network problems.
- Establishes and maintains user accounts, email accounts, profiles, file sharing, access privileges and security.
- Office 365 Management duties relating to SharePoint, Email, and Workflow/Forms implementation and security.
- Monitor's usage to ensure security of data and access privileges and manages and ensures effectiveness of security solutions.
- Performs server and security audits, daily server backups and recovery and performs regular system maintenance.
- Design and deploy company LAN and WAN including servers, routers, switches, UPS, and other hardware.
- Order and deploy all personal computers and other end user networked equipment. Assist users with software issues as necessary.
- Plans, recommends, and assists in the design of systems.
- Establishes and implements mobile security and management of mobile devices including Android, iOS, and Windows mobile solutions.

Relationships

Internally

- Reports to the IT Manager
- Supervised by the IT Assistant.

Externally

- Communicate clearly and effectively with both end users and technical support

Decision Making

The position will seek approval from the IT Manager for any major network or system changes and it must be discussed before making decisions and has a high degree of judgement.

Qualifications/Requirements:

Minimum Academic/Educational Requirements

- Grade 12

Other Certification, Licenses, Designations and/or Training

- Valid driver's license with reliable transportation
- Successfully completed Criminal Record Check including Vulnerable Sectors

Specific Job Skills and Levels

- Strong communication skills
- Professional attitude and interpersonal skills
- Analytical and problem-solving skills
- Solid understanding of network technology and security implementation
- Strong MS Office skills including current application suite from Office 365
- Knowledge in Xyntax

Minimum Level of Experience

- Minimum 2 years professional IT experience is required

Personality Traits (Required to be successful in position)

- Demonstrate initiative.
- Ability to organize and prioritize work
- Punctual and dependable.
- Team player
- Approachable & friendly
- Honest and good work ethic
- Diplomatic
- Fair & consistent

Assets:

- Microsoft 365 and Azure certification preferred.
- I.T. Diploma and/or relevant technical computing is preferred.
- CCNT, CCNA or Microsoft Certifications would be an asset.

Working Conditions:

- On-site, busy environment with high volume of communication demands (telephone calls, emails, face to face, etc.)
- Must be physically fit and be able to lift and carry up to 50 lbs.
- Frequent local travel as required and flexible to work long hours, evenings, and weekends.
- Working environment and safety protocols of the highest caliber, working in a private office with face masks worn in all general areas.

Preference will be given to qualified Aboriginal applicants as per section 21 of the Human Rights Code.

Deadline:

September 12, 2022

Send your Resume to Senior Manager, Human Resources

Rory Gabriel at jobs@pib.ca