



EMPLOYMENT OPPORTUNITY

IT support Technician
First Nations Finance Authority
No. 2024-IT-02
Internal/External



Who we are:

Located in the beautiful Okanagan Syilx territory on Westbank First Nation, First Nations Finance Authority or FNFA is a First Nations-owned and operated national not-for-profit organization that has been supporting First Nation communities across the country since 2005.

Our goal is to support First Nation member communities and organizations to realize their futures on their own terms by offering the best financing and investment rates and terms to build prosperity and success for current and future generations. Learn more: www.fnfa.ca

Our organization encourages development, learning, and diversity and likes to have fun. We are a small team that works hard for our members but recognizes the importance of your time outside of office hours. Our organization is never boring - there are always new projects and initiatives to support our Indigenous communities across the country. We are passionate about seeing our member Nations prosper and succeed on their own terms.

Job Summary:

The IT Technician takes direction from and reports to the IT Manager. The incumbent will ensure FNFA's IT systems and infrastructure are set up reliably and securely to meet the objectives of the business and provide the best possible experience for users working in a hybrid setting.

The IT technician main duties and responsibilities include maintaining the integrity of computer workstations and software, acting as a point of contact for employees who experience computer issues, and serving as a reference point for all IT-related queries. IT Technicians will also have other technical duties, as determined by the IT manager.

Primary Job Responsibilities:

- In a pre-dominantly Microsoft 365 technology environment, configure and manage a diverse range of on-premises and cloud-based systems.
- Manage Office 365 tenant accounts (Office 365 configuration, License provisioning, Applications assignment).
- Installing and configuring hardware and software components
- Inventory hardware, software, and peripherals
- Troubleshooting hardware and software issues
- Repairing or replacing damaged hardware
- Upgrading systems to enable software compatibility
- Installing and upgrading anti-virus software and security systems to ensure network security
- Performing tests and evaluations on software and hardware

- Offering information and support to users
- Configure and deploy policies across devices and servers.
- Configure and manage LAN and wireless network, printers etc.
- Install, configure, and manage firewall and networking devices and other appliances.
- Review and assess new systems and tools.
- Set up backup systems and ensure all clients are backed up.
- Investigate technical incidents, identify root causes, and put effective solutions in place.
- Collect, organize, and maintain technical knowledgebase for use by other team members and end users.

Who Can Apply:*

The ideal candidate will have:

- Bachelor's Degree or Diploma in Computer Science or Information Technology.
- Knowledge of current cloud technologies (Microsoft Azure, G Suite Enterprise, Identity Providers) AWS Certified Solutions Architect Associate, MCSA, MCSE, CCNA, CompTIA's A+ Certification an asset.
- 3 to 5 years of demonstrated experience architecting, provisioning, and administrating the following:
 - M365 office productivity systems (Exchange, Outlook, Excel, SharePoint, Teams, etc.).
 - Windows PC and Azure products (Entra, InTune, Conditional Access Policies, and other Microsoft services).
 - Security provision and patching: XDR/EDR, Microsoft Endpoint Configuration/SCCM, RMM tools etc.
 - User provisioning, managing group permissions and access, MFA etc.
 - Monitor Azure Resources, Log Analytics.
 - Network services (VLANs, DHCP, and DNS)
 - PowerShell scripting E.g., Automate tasks (on-board /off-board users)
- Strong computer proficiency.
- Strong customer focused interpersonal skills.
- Strong analytical thinking, planning, prioritization, and execution skills.
- Strong written and verbal communication skills.
- Team player.
- Personal resilience.
- Attention to detail.
- A professional, responsive, and positive work attitude is essential.
- Resourcefulness, flexible and adaptable.
- Good time management & prioritization.
- English is the working language, however, the ability to work in French or a First Nation language(s) is an asset.

<p><i>Starting Compensation:</i></p>	<p>\$55,000 - \$70,000 (dependent on qualifications and experience)</p>
<p><i>Benefits:</i></p>	<ul style="list-style-type: none"> • Work/life balance - our workdays are 8:00 am to 4:00 pm, weekdays • Retirement contribution matching of 6% • 100% Employer paid extended health benefits • Generous vacation package • Employee wellness programs • Career development (FNFA believes in mentorship and professional development)
<p><i>Location:</i></p>	<p>The successful candidate will work in the FNFA head office in Westbank, BC.</p>
<p><i>Duration:</i></p>	<p>Full-time position</p>
<p><i>Application process:</i></p>	<p>Please email your resume and cover letter outlining why you would be a great addition to the FNFA team to: careers@fnfa.ca</p> <p>We thank all applicants for their interest, however, only those candidates selected for interviews will be contacted. FNFA may cancel, postpone, or revise employment opportunities at any time.</p> <p>*Qualified persons of Indigenous ancestry will be given preference in accordance with Section 16.1 of the <i>Canadian Human Rights Act</i> and Section 41.1 of the <i>B.C. Human Rights Code</i>; therefore, please self-identify in your cover letter.</p>
<p><i>Application Deadline:</i></p>	<p>August 2, 2024 or until position is filled.</p>