



## EMPLOYMENT OPPORTUNITY

### Information Technology Analyst

**Full-time, Permanent position in Ottawa**

**Deadline for applications: Tuesday, February 1, 2022 (or until filled)**

#### **About FNIGC**

The First Nations Information Governance Centre (FNIGC) is a non-profit organization that envisions every First Nation achieving data sovereignty in alignment with its distinct world view.

FNIGC supports the development of information governance at the First Nations community level through regional and national partnerships. In addition to serving the information, research, training, and capacity development needs of First Nations people and communities, FNIGC is home to several national surveys.

FNIGC believes that quality information collected *by First Nations people for First Nations people* has the power to change lives, by influencing knowledge-based decision-making and inspiring effective policy and programs for all First Nations communities.

The successful candidate will be eligible for flexible work hours, hybrid work, a competitive salary, benefits package, pension plan and generous paid time off benefits.

#### **About the Role**

The IT Analyst understands business and technology needs and ensures that users have access to relevant information and technology, on time, to successfully meet their work objectives. More specifically, the IT Analyst is involved in the development and implementation of IT strategies and policies, ensures and monitors the quality, operation, and security of IT products and services, and provides advice and training to users on IT tools and processes, and makes recommendations on new IT investments. This position reports to the Senior Manager, Information Management & Information Technology.

## **Primary Duties and Responsibilities:**

### **Policy and Process**

- Contributes to the development of frameworks for IT services and service delivery options, and business and operational plans.
- Develops and coordinates the implementation of policies, procedures, guidelines, risk management, performance measurement initiatives, and strategic change communication plans. Oversees the monitoring and evaluation of the effectiveness of projects and services. Implements and publishes metrics (quantitative or qualitative) to measure progress, client satisfaction and return on investment.
- Develops and implements policies and guidelines on IT and IT Security

### **Requirements Definition**

- Liaises with internal and external stakeholders to anticipate technical requirements.
- Identifies, validates, and assesses interdependencies of IT requirements across program areas within FNGIC. Analyzes and identifies solution initiatives for implementation.
- Understands and anticipates business and technology needs; seeks feedback from users to identify new requirements and recognizes areas for improvement

### **Implementation and Maintenance**

- Plans and manages the implementation of IT projects, including the identification and anticipation of risks and the analysis of relevant policies, procedures, and work activities. Provides updates on all project activities.
- Assesses and responds to service desk tickets for IT support and services, tracks, and manages all tickets to ensure timely and effective resolution
- Designs, implements, and seeks improvements to ensure efficient IT processes and systems
- Implements and monitors IT security systems to protect the organization's computer networks from cyber attacks
- Administers all IT systems and recommending modifications to improve security and efficiency and to reduce costs
- Manage the deployment, monitoring, maintenance, development, upgrade and support of all IT systems, including desktops, PCs, operating systems, interfaces, software applications, peripherals, conversions, backup and recovery.
- Monitors computer networks for security issues, installs security software, and documents all security issues or breaches and recommends appropriate mitigation actions to senior management.
- Receive and evaluate IM/IT support requests and assign to the appropriate resources for resolution. Liaise with IT service providers to ensure timely and appropriate service delivery.
- Coordinates with other IT service providers and software vendors to perform investigations and ensure timely responses to issues and requests
- Tracks and maintains hardware inventory
- Performs all software installation and updates

### **Advice and Guidance**

- Provides training to users on IT and cybersecurity procedures, guidelines and tools.
- Ensures employees receive training on IT tools, procedures, and processes

- Develops and delivers presentations on the IT environment to management, employees and stakeholders as required.
- Liaises and engages with other IT organizations on specific topics of interest to IT services and support; maintains an awareness of all current and proposed technology issues and concerns within the Centre and the IM/IT industry and recommends potential solutions to meet expectations and forecasted requirements.
- Provides expertise on the adoption of technologies within FNIGC that result in more streamlined and efficient processes, better informed decision-making, and enhanced program delivery.
- Keeps users up to speed on best practices with IT standards and guidelines
- Knows a wide range of hardware and software, very knowledgeable on Microsoft 365

**The Ideal Person has:**

1. A Bachelor's degree or College Diploma in a technical discipline or related post-secondary training and at least 2 (two) years of experience OR similar education or training and at least 5 (five) years of experience within the field of Information Technology.
2. Experience in drafting technical assessments, policies, and guidelines.
3. Experience in providing advice and guidance on technology programs / projects.
4. Experience in implementing and administering technology tools and processes.
5. Experience in responding to user requests for technology support, including troubleshooting hardware/software/network issues.
6. Experience working with First Nations and an understanding of First Nations issues will be considered an asset.
7. Excellent communication skills, both written and spoken.
8. Excellent interpersonal skills with an ability to relate to people at all levels, in and out of FNIGC, sometimes under challenging circumstances.
9. An ability to think creatively to identify and resolve problems.
10. High level of integrity while handling confidential information with discretion.
11. Strong organizational and time management skills to effectively handle issues simultaneously and meet scheduled timelines.
12. Ability to take initiative, be self-motivated and use independent judgement to respond appropriately to requests for information.
13. Dedicated team player.
14. Ability to negotiate and collaborate to reach compromises or gain support.
15. Exceptional technical knowledge of Microsoft 365 including Azure, SharePoint, Teams, Exchange, and Microsoft Office suite.
16. Experienced in software installation and troubleshooting business applications including application servers, associated hardware, and databases.
17. Experience working with First Nation organizations or communities possessing operational knowledge and understanding of issues facing First Nations locally, regionally and nationally is an asset.
18. First Nations lived experience is an asset.

## **Application Information**

We invite qualified candidates to send their *résumé* and cover letter telling us why you think you'd be a great addition to the FNIGC team to [recruitment@fnigc.ca](mailto:recruitment@fnigc.ca) by February 1, 2022, or until the position is filled.

This position is located in downtown Ottawa and will require the successful candidate to occasionally work in the office. Therefore, the successful candidate must be fully vaccinated against infection by COVID-19. Candidates who are unable to be vaccinated due to a personal characteristic protected under applicable human rights legislation may request to be exempt from this requirement. We will do our best to accommodate those who are unable to be vaccinated.

As preference in hiring will be given to First Nations candidates, applicants are encouraged to self-identify. FNIGC is committed to accommodating people with disabilities. If you require an accommodation, we will work with you to meet your needs. We thank all applicants for their interest; however, only those selected for an interview will be contacted.