



EMPLOYMENT OPPORTUNITY

Information Technology Administrator

Internal and External Competition

**Full-time, Permanent position
(Ottawa office)**

Deadline for applications: January 27, 2023 (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, remote work, a competitive salary, benefits package, pension plan, and generous paid time-off benefits.

About the Role

Reporting to the Senior Manager, Information Management and Information Technology (IM/IT), the Information Technology (IT) Administrator provides IT services at FNIGC. The IT Administrator supports the IM/IT team to ensure that users have access to relevant information and technology, on time, to successfully meet their work objectives. More specifically, the IT Administrator assesses end user requests, investigates technical issues to identify the root cause and propose solutions, helps to ensure the quality, operation, and security, of IT products and services, and provides advice and training to users on IT tools and processes.

PRIMARY DUTIES AND RESPONSIBILITIES

A) Requirements Definition

- Liaises with internal and external stakeholders to discuss technical requirements.
- Works with the IM/IT team to identify, validate, and assess interdependencies of IT requirements across program areas within FNIGC. 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.

B) Implementation and Maintenance

- Assesses and responds to service desk tickets for IT support and services; tracks and manages assigned tasks to ensure timely and effective resolution.
- Liaises with the FNIGC Managed Service Provider, and any other technical service providers, to ensure the upkeep, configuration, and reliable operation of client computer systems, servers, and data security systems.
- Assists with the configuration and maintenance of a range of on-premises and cloud-based systems in a predominantly Microsoft 365 technical environment, including SharePoint Online.
- Contributes to the deployment, monitoring, maintenance, development, upgrade and support of all IT systems, including desktops, PCs, operating systems, software applications, peripherals, backup and recovery.
- Administers all IT systems and recommends modifications to improve security, efficiency, and to reduce costs.
- Manage Office 365 user accounts (Office 365 configuration, License provisioning, Applications assignment)
- Manage permissions and access to meet security best practices.
- Tracks and maintains software licenses and hardware inventories.
- Performs software installation and updates, as required.

C) Advice and Guidance

- Provides training and guidance to users on IT procedures, tools, and best practices.
- Maintains and contributes to the IM/IT Knowledge base and knowledge transfer
- Liaises with other IT organizations on specific topics of interest to IT services and support; maintains an awareness of technology issues and concerns within the Centre and the IM/IT industry and recommends potential solutions to meet requirements.
- Knows a wide range of hardware and software; very knowledgeable and experienced on Microsoft 365.

Perform other duties as assigned.

Job Requirements

1. Excellent communication skills, both written and spoken.
2. Excellent interpersonal skills with an ability to relate to people at all levels, in and out of FNIGC, sometimes under challenging circumstances.
3. An ability to think creatively to identify and resolve problems.
4. Strong analytical and troubleshooting skills with an attention to detail.
5. High level of integrity while handling confidential information with discretion.
6. Strong organizational and time management skills to effectively handle issues simultaneously and meet scheduled timelines.
7. Dedicated team player.
8. Exceptional technical knowledge of Microsoft 365 (including Azure, SharePoint, Teams, Exchange, and Microsoft Office suite, Dynamics, AutoPilot, InTune, Active Directory).
9. Experience using SAGE, Voxco, SAS, or SPSS an asset.
10. Able to lift 11-40 lbs regularly, including moving and setting up computers and monitors.

11. Experienced in software installation and troubleshooting business applications including application servers, associated hardware, and databases.
12. Be available for flexible hours as required.
13. 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.
14. First Nations lived experience is an asset.

Education and Experience

1. A Bachelor's degree or College Diploma in a technical discipline or related post-secondary training and at least 1 (one) year of experience OR similar education or training and at least 3 (three) years of experience within the field of Information Technology.
2. Experience in providing advice and guidance on technology process and tools.
3. Experience in implementing and administering technology tools and processes.
4. Experience in responding to user requests for technology support, including troubleshooting hardware/software/network issues.

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 by January 27, 2023, or until the position is filled.

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.