

Job Description

POSITION:	Help Desk Specialist
ACCOUNTABILITY:	Supervisor of Information Technology
CLASSIFICATION:	Full-time
DATE APPROVED:	February 15, 2023

JOB PURPOSE

The Help Desk Specialist is responsible for providing hardware and software support to all Agency locations and installing, configuring and maintaining computer equipment, software, systems and other hardware. The Help Desk Specialist functions within legislative requirements, regulations, policies and procedures and the Mission, Beliefs and Vision of the Nogdawindamin Family and Community Services and contributes to the accomplishment of the strategic priorities.

KEY JOB FUNCTIONS

Information Technology Systems:

Set up and maintain all Information Technology systems for the agency.

- Provide training as well as set up, install, configure, test, monitor and troubleshoot new hardware and new software;
 - Provide hardware and software technical support to users;
 - Recommend improvements to systems;
 - Ensure reliability and efficiency of website, end user computers and documents;
 - Monitor and take measures to protect and improve integrity of data;
 - Complete updates to software and systems;
 - Print identification cards for new staff and replacement cards as needed;
 - Complete new employee workstation setups;
 - Assist with access control related issues and troubleshooting;
 - Work with other departments to facilitate website content changes;
 - Perform quarterly office maintenance;
 - Conduct annual inspections and cleaning of hardware;
 - Develop and maintain an inventory of hardware and software including names of users, date equipment assigned to users, serial numbers, part numbers, type of equipment and warranty status;
 - Troubleshoot hardware and software issues;
- Set up email for users on computers and mobile devices.

Audio Visual System Support:

Support agency with events requiring audio visual systems.

- Setup and support all agency events requiring audio and visual equipment;
- Coordinate transportation and proper storage of equipment;
- Recommend upgrades or replacement of equipment.

Telecommunication Systems:

Set up, maintain and support agency with telecommunication systems.

- Set up, install and configure telecommunication systems;
- Provide advice and technical support to users on the system;
- Assist with video conferencing, teleconferencing, message center and other communication systems.

Child Welfare Information Management Systems:

Provide advice and assistance with Child Welfare Information Management systems.

- Troubleshoot software related issues with CWIS and other information management systems;
- Report and document end user issues to management;

- Maintain, monitor and update systems and software.

Relationship and Team Building:

Work collaboratively and cooperatively at all levels.

- Demonstrate behaviors, actions and attitudes that are consistent with Agency vision, mission and values;
- Ensure appropriate communication and consultation with Supervisor at appropriate times;
- Ensure effective and professional communications with all internal and external stakeholders;
- Share information according to privacy and/or confidentiality guidelines;
- Work respectfully, positively, professionally and collaboratively with team members.

Cultural Competency

Participate in cultural activities within the agency.

- Follow the Seven Grandfather teachings as it relates to the position in line with the vision and mission of the Agency;
- Actively attend and participate in regular Anishinaabe Aadziwin cultural training and/or activities provided by the Agency;
- Ensure appropriate cultural opening when coordinating meetings both within the agency, for clients, families, communities and other collaterals;
- Actively seek guidance from cultural staff how to incorporate culture into the position or how to work from a cultural perspective;
- Engage in learning and incorporating Anishnaabemowin language within the position.

Administration and Reporting:

Complete administrative functions and reports, and adhere to Agency policies, procedures, and relevant practices.

- Ensure submissions of reports are completed and reviewed;
- Prepare reports, statistics, briefing notes and correspondence as required;
- Develop and maintain an individual detailed work plan of activities;
- Ensure confidentiality and safekeeping of all Agency documents and records;
- Develop and maintain accurate, up-to-date and concise work files;
- Work in compliance with the Occupational Health and Safety Act and any other relevant legislation;
- Prepare and submit monthly reports and travel expense claims and maintain attendance records;
- Follow Agency human resources, finance and other policies and procedures in the performance of duties.

Other Duties

- Act in accordance with agency Code of Ethics and maintain confidentiality at all times to protect the privacy of Agency staff, families and communities;
- Participate in internal or external committees as required or assigned;
- Perform additional related duties in accordance with job responsibilities and department objectives;
- Participate in training, cultural events and other mandatory training as required;
- Other duties as required or assigned.

QUALIFICATIONS

Minimum Education

- Diploma or degree in Computer Science/Software Engineering or related IT discipline
- Certification in A+, Network + and Microsoft Certified Professional would be preferred

Minimum Experience

- Three (3) years' experience developing and maintaining information technology infrastructure and working with and configuring networking environments with firewalls, IP subnets, VPNs, electronic mail operations and remote communications
- Equivalent combination of education and experience may be considered

Knowledge Requirements

- Knowledge of Nogdawindamin programs and services
- Knowledge of Windows Operating Systems and network operating systems
- Knowledge and proficiency in personal computer technology and peripherals, application software, operating systems, diagnostic software, anti-virus programs, software images and recovery procedures
- Knowledge of North Shore First Nations

Special Skills

- Excellent analytical and research skills
- Excellent interpersonal skills
- Excellent customer service skills
- Excellent conflict resolution and problem-solving skills
- Excellent oral and written communication skills
- Excellent organizational skills
- Excellent time management skills
- Excellent computer technical skills
- Excellent computer skills with MS Office software, Sage Accpac software, networking and other software
- Ability to attend to details
- Ability to communicate in user-friendly language
- Ability to manage multiple priorities and work in a fast-paced environment
- Ability to take initiative and work independently
- Ability to work within a team environment
- Ability to meet deadlines and work flexible hours
- Ability to work with confidential and sensitive information

Other Requirements

- Respect for, sensitivity towards as well as knowledge and understanding of Anishnaabek culture, traditions and the Seven Grandfather Teachings.
- Ability to understand and speak Anishnaabemowin is a definite asset;
- Must provide a Police Records Check deemed satisfactory by the employer;
- Must have a Class 'G' Ontario Driver's Licence, access to a vehicle and the ability to travel;
- Must have \$1M automobile insurance coverage.

WORK SITE LOCATION

Location to be determined.

SUPERVISORY RESPONSIBILITY

This position is not required to supervise any staff.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

While performing the duties of this job, the Help Desk Specialist will typically be in an office setting. The Help Desk Specialist is frequently required to operate a computer, file and retrieve written documents, and work overtime when required or during emergency situations. The physical demands include, but are not limited to, standing, sitting, walking, lifting, carrying, reaching, handling, kneeling, crouching and bending. The Help Desk Specialist will be required to travel to meetings in the province of Ontario.

Information technology positions and the administration of computer technology and information management issues can be mentally challenging. As a result, this position is more mentally challenging than physically challenging. There will be extended periods of sitting required when performing administrative tasks and while attending

meetings. The Help Desk Specialist will be required to provide advice and support to staff in person, on the telephone or on the computer.

Non-physical demands include a work environment where the noise level is usually quiet to moderate, but may be loud on occasion. The nature of the position may expose the Help Desk Specialist to moderate levels of tension when dealing with issues. The level of tension is usually moderate, with high levels of tension occurring occasionally.

Given the traditional practices of Indigenous people, from time to time exposure to smoke from the burning of sacred medicines; tobacco, sweet grass, sage or cedar, may occur.

TECHNOLOGY & EQUIPMENT

Computer, photocopier, telephone, fax machine, adding machine, IT Servers, routers, access points, printers and other related computer technology.

KEY RELATIONSHIPS

Internal

The position requires interaction with Manager of Infrastructure and Technology, Senior Managers, co-workers, and other staff.

External

The Help Desk Specialist will interact with Ministry of Children, Community and Social Services, telecommunication companies and other vendors and agencies.

DISCLAIMER

This document describes the position currently available and is only a summary of the typical functions of the job. It is not an employment contract. The above job description is not an exhaustive list of the duties, responsibilities, working conditions or skills required for this position. Additional duties may be assigned. Nogdawindamin Family and Community Services reserves the right to modify job duties or the job description at any time.

SIGNATURE

This is to acknowledge that I have received a copy of this job description and understand its contents.

Signature of Employee

Date