



NETWORK TECHNICIAN – 109-24-1
Computer Services, Central Administration
Full-Time

Applications will be received by Six Nations of the Grand River and Grand River Employment & Training (GREAT) up until 4:00 p.m. EST, Wednesday, **August 7, 2024**, for the **Network Technician** with **Computer Services, Central Administration**. The Six Nations of the Grand River Application for Employment Form, Job Posting, and Job Description are available for printing from the www.greatsn.com website. Online applications are accepted through <https://www.vscyperhosting.com/sixnations/>. **NO LATE APPLICATIONS ACCEPTED.**

Applicants from Six Nations and other First Nations will be given preference to deliver programs and services in a First Nations community.

JOB SUMMARY: The **Network Technician** reports to and works under the direction and supervision of the Manager of Computer Services.

PURPOSE & SCOPE OF THE POSITION: The purpose of this position is to maintain computer systems, troubleshooting errors, collect network performance data, monitor network security, and optimize server capacity to manage the flow of information. They also perform network upgrades, fix network errors at client locations and optimize our IT network. They will be evaluating our network's performance, collaborating with our IT team to increase network capacity and assist with network security.

Type	Full Time
Closing Date	August 7, 2024
Hours of Work	35hrs/week
Wage	\$63,200/year

***A competitive compensation package will be offered commensurate with qualifications. ***

BASIC QUALIFICATIONS:

- Education and Experience:
- University degree or college diploma in computer science, network administration, or another related field.
- Certified network professional accreditation.

Six Nations Elected Council is an equal opportunity employer and will seek to accommodate the needs of individuals with disabilities in a manner that most respects their dignity. All candidates are encouraged to apply. Applicants from Six Nations and other First Nations will be given preference to deliver programs and services in a First Nations community. Based on the need to provide qualified professional services, only those applicants meeting the minimum requirements will be invited for an interview.

- Previous experience in a similar role.
- Strong diagnostic and problem-solving skills.
- Good communication and teamwork skills.
- 3+ years' proven experience maintaining and supporting local area Networks
- Proven troubleshooting skills

SUBMISSION PROCEDURE: (Choose one method ONLY):

Method #1: Online

1. Please visit: <https://www.vscyberhosting.com/sixnations/> to access our job board and follow the directions to apply.
2. Please ensure all required documents are provided/uploaded with your application package, which includes:
 - a. Cover letter including your band name and number (if applicable). Please indicate in your letter how your education and experience qualify you for this position.
 - b. Recent resume clearly identifying that you meet the Basic Qualifications of this position as stipulated above.
 - c. Copy of your education diploma/degree/certificate and transcript.
3. If you have any questions or need assistance, please reach out to Lesleigh Rusnak, HR Business Partner at 519-445-2223 ext. 4343 or via email at HRBP1@sixnations.ca.

Method #2: GREAT – Applications must include all of the following:

1. Printed, filled in, and authorized Six Nations of the Grand River Application for Employment Form.
2. Cover letter including your band name and number (if applicable). Please indicate in your letter how your education and experience qualify you for this position.
3. Recent resume clearly identifying that you meet the Basic Qualifications of this position as stipulated above.
4. Photocopy of your education diploma/degree/certificate and transcript.
5. Place all documents listed above in a sealed envelope and mail to or drop off at:

Network Technician – Full Time – 109-24-1
 c/o Reception Desk
 Grand River Employment & Training (GREAT)
 P.O. Box 69, 16 Sunrise Court
 Ohsweken, Ontario N0A 1M0



COMPUTER SERVICES POSITION DESCRIPTION

POSITION TITLE: Network Technician – Computer Services

DATE CREATED/REVISED: November 1, 2023

REPORTING RELATIONSHIP:

Reports to and works under the direction and supervision of the Manager of Computer Services.

PURPOSE & SCOPE OF THE POSITION:

The purpose of this position is to maintain computer systems, troubleshooting errors, collect network performance data, monitor network security, and optimize server capacity to manage the flow of information. They also perform network upgrades, fix network errors at client locations and optimize our IT network. They will be evaluating our network's performance, collaborating with our IT team to increase network capacity and assist with network security.

KEY DUTIES & RESPONSIBILITIES:

1. Technical Functions

- Installing network hardware components and cables.
- Configuring network software.
- Identifying and eliminating bottlenecks, to ensure long-term network efficiency.
- Troubleshooting and resolving issues with the network.
- Collaborating with peers to execute daily operations and special projects.
- Ensuring the network operates securely.
- Updating and maintaining network equipment.
- Providing technical support to co-workers.
- Collaborating with other members of the IT team and management.
- Performing necessary upgrades to the network infrastructure, as needed.
- Sharing knowledge, discoveries, ideas, challenges and solutions, with peers, Managers and Executives

2. Administrative Functions

- Identifying and troubleshooting problems.
- Maintaining hardware and software.
- Report any issues to the Manager and provide resolutions.
- Writing training manuals.

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- Submitting purchase requests and monitoring your expenditure.
- Develop help sheets and FAQ lists for end users.
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- Record, track and document the service desk incident-solving process, including all successful and unsuccessful decisions made and actions taken, through to final resolution.
- Writing and editing training manuals.

3. Communications Functions

- Ensures that Six Nations Computer Services reflects a high degree of professionalism in all communications, interactions and system processes.
- High level and communication skills.
- Liaise and interact with external agencies and organizations, as directed.
- Liaise with other community service agencies and the general public, on behalf of the Six Nations of the Elected Council, as directed.
- Exercise discretion and sound judgement in responding to public inquiries for assistance and/or information
- Maintains working knowledge of Six Nations Employment Policy, to support the Manager of Computer Services and the Computer Services team, so that staffing matters are handled according to policy on a consistent basis.
- Maintaining appropriate e-mail notifications and redirecting messages, as required.

4. Other Functions

- Performs other job-related duties, as may be deemed necessary by the Manager of Computer Services.
- Arranges for services and repairs of office equipment, as required.

WORKING CONDITIONS:

Work has a high degree of contact with employees of Six Nations of the Grand River Elected Council and the community, as related to the Six Nations of the Grand River organization. High degree of technical

WORKING RELATIONSHIPS:

With the Manager of Computer Services

- Receives direction, guidance and encouragement, discusses plans and priorities regarding computer services issues and operations.
- Obtains direction when unclear of procedures

With other Staff

- Maintains professionalism, cooperation and provides operational guidance for all staff, respecting the lines of authority.
- Works cooperatively, provides information and assistance, as required, with courtesy and teamwork

With the General Public

- Represents and promotes Six Nations of the Grand River Elected Council's

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interests, relative to computer services.

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- Is professional, courteous and helpful, following the Customer Service Policy.

KNOWLEDGE AND SKILLS:

Education and Experience:

- University degree or college diploma in computer science, network administration, or another related field.
- Certified network professional accreditation.
- Previous experience in a similar role.
- Strong diagnostic and problem-solving skills.
- Good communication and teamwork skills.
- 3+ years' proven experience maintaining and supporting local area Networks
- Proven troubleshooting skills

IMPACT OF ERROR:

Errors in judgement and in the conduct of duties could lead to loss of credibility, poor public relations, confusion, duplication of effort and misinformation being given to staff, other departments, Six Nations of the Grand River Elected Council, government agencies and the public.

CONTROL:

Guiding principles set by the Computer Services Department and the Six Nations of the Grand River Elected Council.

Must work within the Policies and Procedures established by the Six Nations of the Grand River Elected Council