

MATAWA FIRST NATIONS MANAGEMENT



Job Description

IT Helpdesk Analyst

FIN-HR-TEM 065 CEO 2011/01/18 DPA

PURPOSE OF THE POSITION

Matawa First Nations provides various programs and advisory services to the communities. Due to significant growth in recent years, Matawa has implemented various information technology systems and tools to support the programs and growth of the organization. The purpose of the “IT Helpdesk Analyst” position is to ensure Matawa’s corporate systems are effectively and efficiently supported and managed.

SCOPE

IT Helpdesk Analyst will provide services to all end users, contractors and other third parties who may need access to the Matawa corporate network and its systems. This position will ensure that there is enough capacity within the Information Technology team to support and manage the systems without compromising service levels, confidentiality, availability and integrity of corporate information. This position requires the successful candidate to have a valid driver’s licence. The successful candidate would have to provide proof that s/he has a valid driver’s licence upon being hired.

RESPONSIBILITIES

1. Provide first line response for users requiring assistance with information technology issues and problems.
2. Respond to requests for technical assistance by phone, email, and in-person.
3. Track incidents using the IT Helpdesk System (SpiceWorks).
4. Track issues to resolution updating the internal knowledgebase.
5. Perform password resets.
6. Support personal computers, tablets, smart phones, network equipment and common user applications.
7. Monitor and escalate alerts from Antivirus systems.
8. Support and maintain user accounts including rights, permissions and systems groups.
9. Escalate complex problems to the Manager, IT Services.
10. Quickly and accurately determine incident scope and impact.
11. Follow up on tickets at pre-defined intervals until resolved.
12. Act as a first point of contact for end user support.
13. Actively work with various vendors engaged by Matawa.
14. Perform other related duties as required
15. Must possess a valid Ontario Driver’s Licence

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge

The incumbent must have the following:

- A post-secondary degree or diploma in information technology or computer science; or equivalent;
- A minimum of 1 year experience in a technical support position
- Familiarity with SpiceWorks (IT Helpdesk Application) will be considered an asset
- Solid understanding of the following:
 - ✓ Windows 8 and later
 - ✓ Windows Server 2012 and later
 - ✓ VMware 5.5 and later
 - ✓ Redhat Linux
 - ✓ SonicWall (and related products)
 - ✓ Mac OS X
 - ✓ Microsoft Office Products (Word, Excel, PowerPoint, Publisher, and Outlook)
- Knowledge of Network Basics
- Proficiency in Active Directory
- Strong knowledge of TCP/IP network configuration, security, and remote access management;
- Understanding of the design, configuration and support related to local area networks, security aspects, wired and wireless routers and printers;
- Knowledge of VPN Basics (Virtual Private Networks)
- Knowledge of Android based phones, and iPhones
- Some exposure to Web Servers and related products will be considered an asset.

Skills

The incumbent must demonstrate the following skills:

- Excellent Communication, Written and Verbal Skills
- Strong Customer Service Skills
- Excellent Problem Solving Skills
- MCSE and A+ Certifications would be an asset

Personal Attributes

The incumbent must maintain strict confidentiality in performing the duties. The incumbent must also demonstrate the following personal attributes:

- Quick Learner
- Self-Starter

WORKING CONDITIONS

(The unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent including the frequency and duration of occurrence of physical demands, environmental conditions, demands on one's senses and mental demands.)

Physical Demands

(The nature of physical effort leading to physical fatigue)

The IT Helpdesk Analyst may have to travel to Matawa communities in various weather conditions. They may have to lift, carry and manage equipment and supplies. They may have to work odd or long hours at a time to complete special requests or projects. The IT Helpdesk Analyst may have to spend long hours sitting and using office equipment, computers and in attending meetings.

Environmental Conditions

(The nature of adverse environmental conditions affecting the incumbent)

The Matawa Building may be a busy facility. The IT Helpdesk Analyst may have to manage a number of people and projects at one time, and they may be interrupted frequently to meet the needs and requests of member First Nation leaders and members. The IT Helpdesk Analyst will find the environment to be busy, noisy and will need excellent organizational and time and stress management skills to complete the required tasks.

Sensory Demands

(The nature of demands on the incumbent's senses)

Sensory demands can include reading and the extensive use of the multiple computer systems which may cause eye strain and occasional headaches. The environment may be noisy and busy making it difficult for the IT Helpdesk Analyst to concentrate.

Mental Demands

(Conditions that may lead to mental or emotional fatigue)

The IT Helpdesk Analyst will have to manage a number of requests and projects at one time. They must be aware of all Tribal Council business in the community and any and all relevant legislation, policies and procedures. They may have to complete a number of tasks and responsibilities at one time, and must be prepared to deal with emergencies and stressful situations at any time.

CERTIFICATION

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|---|--|
| <hr/> Employee Signature | <hr/> Supervisor's Title |
| <hr/> Printed Name Date | <hr/> Supervisor's Signature Date |
| I certify that I have read and understand the responsibilities assigned to this position. | I certify that this job description is an accurate description of the responsibilities assigned to the position. |
| <hr/> Chief Executive Officer's Signature Date | |
| I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure. | |

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.