

# MATAWA FIRST NATIONS MANAGEMENT



**Matawa**  
EDUCATION & CARE CENTRE

Job Description

IT Technician

## **PURPOSE OF THE POSITION**

IT Technician is a key role with Matawa Education as well as Pathways to Achieve Student Success (PASS) who ensures that department systems are managed appropriately and maximum uptime is achieved. Primary purpose for this role is to manage Windows and Linux based servers and related systems; and support PASS System Administrator on as required basis in maintaining the other technologies and systems. IT Technician is also responsible for the installation, configuration, administration and management of Windows and Linux based server housed within Matawa Education department. IT Technician supports the development and implementation of security policies over key systems and provides recommendations to ensure key risks to Matawa Education IT systems are addressed.

## **SCOPE**

Reporting to the PASS Program Administrator, IT Technician will plan, implement, configure, maintain and manage Windows and Linux based systems. While working with Matawa education department, PASS program users, education authorities and students, IT Technician will provide ongoing support to end-users and will also maintain the IT helpdesk. IT Technician will ensure technology infrastructure based on Windows and Linux is able to support the growth of PASS program and Matawa education department.

## **RESPONSIBILITIES**

1. Installation, administration and support of networks and systems  
*Main Activities*
  - Windows and Linux systems administration and maintenance; including installation and configuration
  - Local Area Network and Wide Area Network administration and management
  - Management of communication technologies such as routers and switches
  - Maintenance of technology infrastructure housed in the Matawa Education server room
  - Maintenance and management of Microsoft Email Exchange Server
  - TCP/IP network configuration for system clients and servers
  - Assembly and mounting of Server Racks
  - Creating and testing cabling
  - Establish remote connections to the systems and provide access to the servers on as required basis
  - Implement appropriate security over technology infrastructure primary focused on Windows and Linux platforms
  - Configuring wired and wireless routers and printers
  - Configuration, installation and maintenance of technology infrastructure of Matawa Education website.
2. Provision of training and on-going technical support.

Main Activities

- Liaise with other members of the Matawa Education Department to provide on going support
- Provide on-site and help desk technical support as required
- Facilitate technical training sessions for Matawa Education Department and other staff as required
- Ensure that all information is recorded and updated in the IT helpdesk application
- Work very closely with PASS System Administrator and act as a backup when needed.

3. Administrative duties

Main Activities

- Provide internal program reporting and technical support as required by the Education Department Manager.
- Provide daily updates to the PASS Program Administrator.
- Provide updates upon request to the Matawa Regional Advisory Committee on Education.
- Assist with the preparation of reports and proposals related to the Pathways to Achieve Student Success program.

4. Perform other related duties as required

**KNOWLEDGE, SKILLS AND ABILITIES**

**Knowledge**

The incumbent must have proficient knowledge in the following areas:

- Completion of a post-secondary program in information technology, or an equivalent combination of education and experience
- Strong knowledge and understanding of Linux and Windows technologies
- Basic working knowledge of Apple based technologies
- Strong knowledge and understanding of basic security principles on Windows and Linux based platforms
- Strong understanding of TCP/IP network protocols and client and server architecture
- Sound knowledge and understanding of different flavors of Linux e.g. RedHat, CentOS etc.
- Thorough understanding of Apache and Tomcat configuration, support and maintenance
- Understanding of school and community needs which utilize remote satellite internet access
- Knowledge of key application and system software for Windows and Linux platforms

- Experience in installation and configuration of Microsoft and Linux based servers and related applications
- Experience in identifying the key risks and issues and act on remediation
- Experience in assembly and mounting of Server Racks, and creating and testing cabling;
- Configuring local area network security, wired and wireless routers and printers;
- Experience with MySQL and website administration
- Working knowledge of helpdesk applications e.g. SpiceWorks
- Knowledge of Ojibway is an asset.

### **Skills**

The incumbent must demonstrate the following skills:

- Interpersonal skills
- Technical writing skills
- Excellent oral and written communication skills
- Ability to maintain high level of confidentiality
- Stress Management
- Workload balance
- Relationship building
- Customer service attitude

### **Personal Attributes**

The incumbent must maintain strict confidentiality in performing the duties of IT Technician. The incumbent must also demonstrate the following personal attributes:  
Demonstrated interpersonal skills

- Physically fit; and able to work outdoors, in confined spaces, and not afraid of heights
- Ability to work effectively with school staff, students, parents, administration staff, government and First Nation organizations

### **WORKING CONDITIONS**

#### **Physical Demands**

The IT Technician may have to travel throughout the communities in all weather. 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 Technician may have to spend long hours sitting and using office equipment, computers and attending meetings.

### **Environmental Conditions**

The Matawa Education building may be a busy facility. The IT Technician may be interrupted frequently to meet the needs and requests of member First Nation leaders and members. The IT Technician may find the environment to be busy, noisy and will need excellent organizational and time and stress management skills to complete the required tasks. The IT Technician may from time to time be required to work in confined spaces or at heights, including indoors and outdoors in different weather conditions.

### **Sensory Demands**

Sensory demands can include reading and use of the computer that may cause eyestrain and occasional headaches. The work environment around the IT Technician may be noisy and very busy which may make it difficult for the individual to concentrate.

### **Mental Demands**

The IT Technician 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**

<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.