

INTERNAL/EXTERNAL POSTING EMPLOYMENT OPPORTUNITY

Position: Database Helpdesk

Background:

Formed in 1988, Matawa First Nations Management (Matawa) is a Tribal Council providing services to nine member communities in Northern Ontario. The organization is dedicated to providing its members with advisory and support services in the areas of communications, economic development, education, finance and business, health, membership and technical services.

The Matawa Education Department supports quality, accessible, community-based educational services for eight Matawa First Nations communities of Aroland, Eabametoong, Nibinamik, Long Lake #58, Ginoogaming, Neskantaga, Marten Falls and Webequie First Nations. In addition to providing advisory services to Education Authorities and Matawa First Nation leadership, the Education Department administers post-secondary support services for 5 Matawa First Nations; operates the Matawa Learning Centre, a private secondary school located in Thunder Bay; and coordinates the Student Nutrition Program for 6 communities.

Matawa is inviting applications for the position of Database Helpdesk with the Matawa Education Department.

Position Summary:

The purpose of Database Helpdesk role is to ensure that school data system and other school supporting systems is planned, implemented, managed and utilized appropriately resulting into more effective and efficient management and reporting of student information. As part of First Nation Student Success Program (FNSSP), Database Helpdesk serves as an anchor to liaise between the Matawa First Nations School staff, school data system technical support team, education authorities and Education Department IT team. This role ensures that school data system support, and infrastructure requests and software updates are assessed, prioritized, assigned, executed and tracked on a regular and timely basis.



In conjunction with PASS IT team, Database Helpdesk identifies and facilitates the required technical and functional training and support to the school staff to maximize the use of the school data system. More effective use of the school data system will result into more effective and accurate reporting that will lead to improved productivity and efficiency as well as better strategy development and alignment.

Database Helpdesk is responsible to ensure IT infrastructure related to the school data system is appropriately managed. Needs for support are identified, prioritized and facilitated. While primary responsibility for support is with PASS System Administrator and PASS IT Technician, Database Helpdesk continues to build technical capability to provide basic support and assistance for IT infrastructure, under the guidance of PASS System Administrator. Database Helpdesk promotes information security to ensure data protection and security and guide staff members to follow information security best practices during the management of information.

Preferred Qualifications and Experience:

The ideal applicant will have:

- Thorough understanding and knowledge of Dadavan Outcomes system
- Knowledge of Apple and Windows computer platforms
- Data entry
- Knowledge of general office applications (e.g., word processing, spreadsheets, databases, email, Internet)
- File and records management
- School and student record management
- Issue assessment, prioritization and tracking
- Status reporting for management
- Business analysis thought process to identify the needs of the customers (i.e., school staff)
- Basic knowledge of TCP/IP network configuration for system clients and servers
- Technical writing skills
- Basic understanding of Linux, Apache and Tomcat configuration, support and maintenance
- Basic understanding of school and community needs which utilize satellite internet access



- Basic knowledge and experience with Dadavan, Linux and Windows environments
- Knowledge of Ojibway is an asset
- Previous IT Helpdesk experience is an asset

Applicants will also be customer service and care oriented and have excellent oral and written communication skills; interpersonal and leadership skills; stress management skills; demonstrated ability to work effectively with teachers, principals, students, administration, government and First Nations; and hold a valid driver's license or the ability to obtain.

This position is based in Thunder Bay, Ontario, with travel to remote and isolated communities as needed. This position is a contract position to March 31, 2020 with the possibility of extension pending funding and a successful performance review.

For additional information, including specific qualifications for the position, please view the Job Description at the Matawa website:

www.matawa.on.ca.

Please send your cover letter and resume with three employment references to:

Matawa First Nations Management
Attn: Sharon Nate, Education Manager
200 Lillie St. North
Thunder Bay, ON P7C 5Y2
RE: Application

Fax: (807) 768-3301
Email: education@matawa.on.ca

We thank all applicants for their interest in working with Matawa First Nations, however only those selected for an interview will be contacted.

Application Deadline: January 24, 2020

