MATAWA FIRST NATIONS MANAGEMENT



Job Description

IT Technician and Data Specialist

Matawa Education and Care Centre

QMS No.: FIN-HR-TEM 065 **Dept.:** Finance/Admin. **Rev No/Date:** / **Issue Date**: Jan. 18/11 **Approved** David Paul Achneepineskum

PURPOSE OF THE POSITION

The IT Technician and Data Specialist is a key role with Matawa Education and Care Centre (MECC) and serves as the first point of contact for technology support for staff and students. The primary purpose of this role is to provide Tier 1 help desk and on-site support for computers, devices, software and user accounts, and to support the Principal and Vice Principal on an as-required basis with the school's other technologies. The IT Technician and Data Specialist is also responsible for the day-to-day support and data management of the student information system (PowerSchool) and related student databases, ensuring that student records are accurate, secure and reported on time. Server, network infrastructure and security matters are outside the scope of this role and are escalated to the Matawa IT Department and its managed IT service provider.

SCOPE

Reporting to the Executive Director, Principal and Vice Principal, the IT Technician and Data Specialist will provide front-line technical support to MECC staff and students and will maintain the IT help desk. They will set up, troubleshoot and maintain end-user computers, laptops, printers, mobile devices, classroom technology, video conferencing and audio-visual equipment, and will support live-streamed school and community events. They will escalate issues beyond Tier 1 support to the Matawa IT Department or managed IT service provider. They will also design and maintain data collection and processing systems for importing information into the student information system (PowerSchool). In addition to design and data, the IT Technician will also develop custom webpages and tools for PowerSchool, using HTML and SQL.

RESPONSIBILITIES

1. Tier 1 Technical Support

   Main Activities

   - Serve as the first point of contact for staff and students needing technical help, whether by phone, email, help desk ticket or in person
   - Set up, configure and troubleshoot desktop and laptop computers, monitors, printers, peripherals, and classroom technology (e.g., projectors and interactive displays)
   - Install and update approved software and operating system updates on Windows and Apple devices
   - Handle password resets and basic account and access requests (e.g., email, Microsoft 365, PowerSchool) following established procedures
   - Troubleshoot basic end-user network connectivity issues (wired, Wi-Fi and printer connections), such as checking cables, reconnecting devices and confirming settings
   - Escalate server, network infrastructure, security and other advanced issues to the Matawa IT Department or managed IT service provider, and follow up with users until the issue is resolved
   - Assist with preparing and deploying new computers and devices for staff and students, and keep the school's IT equipment inventory up to date
   - Promote safe computing practices with staff and students, such as password security and recognizing phishing emails

2. Student Information System (PowerSchool) and Data Management

Main Activities

- Work with OnSIS and PowerSchool, including maintenance, troubleshooting, and end-user support
- Maintain accurate student records in PowerSchool, including enrolment, attendance, scheduling, grades, and report cards
- Set up and maintain PowerSchool staff accounts, roles, and access permissions
- Prepare and submit student data for OnSIS and other required reporting, in coordination with the Principal and Vice Principal
- Extract information from unstructured information files
- Automate data processing to extract insights and build reports
- Transform and organize data using Python, SQL, or other programming languages
- Maintain student databases, including data imports and exports, data quality checks, and correcting records
- Diagnose and fix database issues by analyzing schema documentation and data dictionaries
- Develop SQL queries for student database records (Oracle APEX)
- Protect the confidentiality of student information and follow privacy and records-management policies

3. Audio-visual, Video Conferencing and Event Streaming Support

Main Activities

- Set up, operate and troubleshoot video conferencing equipment and platforms (e.g., Microsoft Teams, Zoom, conference cameras, webcams, and speakerphones) for meetings, classes, and events
- Set up and run live streams of school and community events (e.g., graduations, assemblies, ceremonies, and meetings), including cameras, audio, streaming software and platforms such as YouTube or Facebook Live
- Set up and support audio-visual equipment, including projectors, screens, interactive displays, microphones, audio mixers, and speaker/PA systems
- Test audio-visual and streaming equipment before events and provide on-site technical support during events, including evenings and weekends as required

4. Provision of Training and On-going Technical Support

Main Activities

- Liaise with other members of the Matawa Education Department to provide ongoing 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

5. Administrative Duties

Main Activities

- Provide internal program reporting and technical support as required by the Education Department Manager.
- Provide daily updates to the Principal and/or Vice Principal.
- Provide updates upon request to the Matawa Regional Advisory Committee on Education.
- Assist with the preparation of reports and proposals related to the Matawa Education and Care Centre.

6. 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 working knowledge of Windows operating systems and Microsoft 365 (e.g., Outlook, Teams, OneDrive)
- Basic working knowledge of Apple based technologies
- Understanding of basic cybersecurity practices for end users (e.g., password security, phishing awareness, antivirus)
- Basic networking knowledge, including TCP/IP, DHCP, DNS and Wi-Fi, sufficient to troubleshoot end-user connectivity issues
- Understanding of school and community needs which utilize remote satellite internet access
- Knowledge of common desktop applications and software for Windows and Apple platforms
- Experience troubleshooting hardware and software problems and knowing when to escalate
- Experience with PowerSchool (or a similar student information system), including data entry, reporting and custom pages
- Working knowledge of SQL and relational database management (e.g., MySQL, Oracle), including writing queries, importing and exporting data, and maintaining data integrity
- Knowledge of setting up and troubleshooting video conferencing platforms and equipment (e.g., Microsoft Teams, Zoom, conference cameras, webcams, speakerphones)
- Experience live streaming events, including camera setup, audio capture, streaming software (e.g., OBS Studio) and platforms (e.g., YouTube, Facebook Live)
- Working knowledge of audio-visual equipment, including projectors, displays, microphones, audio mixers and speaker/PA systems

- Working knowledge of helpdesk applications e.g. SpiceWorks
- Knowledge of Ojibway, Oji-Cree and Cree is an asset.
- Must provide a current Police Records Check/Vulnerable Sector satisfactory to MFNM.

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 and Data Specialist.

The incumbent must also demonstrate the following personal attributes:

- Demonstrated interpersonal skills
- Physically able to lift, carry and set up computer equipment
- Ability to work effectively with school staff, students, parents, administration staff, government and First Nation organizations

WORKING CONDITIONS

Physical Demands

The IT Technician and Data Specialist 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 and Care Centre may be a busy facility. The IT Technician and Data Specialist may be interrupted frequently to meet the needs and requests of teachers, staff, administration and members. They may may 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

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

Mental Demands

The IT Technician and Data Specialist 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

Employee Signature Printed Name Date I certify that I have read and understand the responsibilities assigned to this position.	Supervisor's Title Supervisor's Signature Date I certify that this job description is an accurate description of the responsibilities assigned to the position.

Executive Director'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.