



Malahat Nation

110 Thunder Road | Mill Bay, BC | V0R 2P4

Tel: (250) 743-3231 | Fax: (250) 743-3251

info@malahatnation.com | www.malahatnation.com

INFORMATION SYSTEMS TECHNICIAN

REPORTS TO	Director of Information Systems & Technology	START	As Soon As Possible
COMPENSATION	\$62, 238.41 to \$64, 105.56 (NEE: A – 18) - the above salary is subject to education, experience, and/or a combination of both.	STATUS	1-fulltime permanent 35-hours per week

Do you want to use your technical skills to make a positive impact in the community? Do you have a passion for working with computers and technology? Do you have great problem-solving skills?

Malahat Nation is seeking a highly motivated Information Systems Technician to join our growing team.

Malahat Nation is a dynamic and growing community located on the western shore of Saanich Inlet, just north of Victoria, British Columbia. As part of the IST Department at Malahat Nation, you will be part of a team that is committed to the mission of 'driving the success of our community through effective use of technology'.

Staff are offered a pension, benefits plan, and opportunities for professional growth and development.

PURPOSE: Reporting to the Director of Information Systems & Technology (IST), the Technician will work closely with Malahat Nation to provide technical support to staff and community members through various channels, including phone, email, chat, and in-person. They will troubleshoot and resolve technical issues, monitor and maintain system performance, and collaborate with other IT professionals to ensure the smooth operation of the organization's IT infrastructure. The ideal candidate will have a strong background in IT, with excellent customer service skills and the ability to troubleshoot and resolve technical issues efficiently. *This is a fulltime permanent position that works in the office with minimal local travel as required.*

RESPONSIBILITIES:

- Respond to customer inquiries regarding technical issues via phone, email, chat, or in-person
- Troubleshoot and resolve technical problems, including hardware and software issues
- Install, configure, and maintain computer systems, including hardware, software, and networking components
- Monitor and maintain system performance, including backups, security, and availability
- Collaborate with other IT professionals to ensure the smooth operation of the organization's IT infrastructure
- Stay up to date with emerging technologies and best practices in the field
- Assist in the procurement and deployment process for various IT assets
- Support the professional growth and development of Malahat Nation membership, providing mentorship opportunities as needed
- Model positive behaviors and attitudes
- Participate in training and staff meetings as required
- Perform other duties as needed

EDUCATION, EXPERIENCE AND OTHER REQUIREMENTS:

- Diploma or Degree in Computer Science or a related field is required
- 1+ years of experience in IT support or customer service is required
- Certifications from reputable providers including but not limited to Microsoft, Cisco, CompTIA, or AWS
- Criminal Record Check including vulnerable sector search prior to employment required
- Class 5 BC Driver License with Driver Abstract is an asset
- Effective December 3, 2021 full vaccination against COVID-19 is required to be eligible for employment at Malahat Nation. All individuals must show Proof of Vaccination as a mandatory condition of their employment

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of virtualization technologies such as Hyper-V, VMware, and Proxmox
- Knowledge of basic command line and coding skills in languages such as Bash, Powershell, and SQL
- Demonstrated proficiency with operating systems such as Windows and Linux, and basic networking concepts
- Demonstrated experience with remote support tools such as TeamViewer and Remote Desktop
- Demonstrated experience with open source technologies such as Ubuntu, Docker, and pfSense
- Demonstrated experience automating basic tasks using tools such as Ansible, Zapier, and IFTTT
- Demonstrated experience working in Indigenous Communities and a willingness to learn about Malahat customs, traditions, and cultural values is an asset
- Strong research and analysis skills, particularly with respect to technical issues
- Strong desire to learn and grow throughout your career
- Strong problem-solving and analytical skills
- Excellent writing, time management, and organizational abilities

Pursuant to section 41 of the BC Human Rights Code, preference may be given to applicants of Aboriginal ancestry.

We thank all applicants in advance but only those selected will be contacted.

- Excellent oral and written communication skills, with the ability to establish and maintain effective and cooperative working relationships with Chief and Council, staff, and membership, including the ability to provide technical support as needed.
- Ability to organize and synthesize complex information for various audiences
- Ability to use tact and good judgement in dealing with sensitive and complex issues

Interested applicants are invited to submit a detailed cover letter, current resume, and three references. Please clearly indicate the 'Job Title' in the 'Subject Line' upon submitting.

Human Resources Department, Malahat Nation

In person, fax 250-743-3251 or via email

Email: careers@malahatnation.com

Website: <https://malahatnation.com/jobs/>

Deadline: Recruitment Open Until Position Filled.