



OSHKI-PIMACHE-O-WIN: THE WENJACK EDUCATION INSTITUTE

POSITION DESCRIPTION

Position Title:	IT Administrator Assistant
Hours of work	Evenings and Weekends (28 hours a week)
Location:	Centennial Square
Reports to:	Director of Operations
Appointment:	Part Time
Salary:	\$22/hr

WHO WE ARE:

OSHKI-WENJACK's mission is to achieve excellence as a leader in the innovative design and delivery of quality post-secondary and training programs which meet the holistic educational needs of Nishnawbe Aski Nation and other learners in a safe, inclusive, supportive, and culturally enriched learning environment.

VISION STATEMENT:

OSHKI-WENJACK is the Institute of choice for Indigenous learners and provides holistic, expert-designed, and accredited post-secondary education. OSHKI-WENJACK builds self-awareness in learners and empowers them to contribute to the community, economic and cultural growth of Nishnawbe Aski Nation and other communities.

POSITION SUMMARY

Under the supervision of the Director of Operations, the IT Assistant will be responsible for providing network, software application and project-related support to students, instructors, and staff.

KEY RESPONSIBILITIES

- Assist students/instructors with on-line connectivity issues
 - Support students/instructors in using our learning management system environment (D2L Brightspace) and Hy flex teaching equipment in rooms/labs
 - Support staff with Ellucian/ Colleague
 - Respond to requests for technical assistance in person, via phone, chat or email
 - Diagnose and resolve technical hardware and software issues
 - Research questions using available information and resources
 - Advise user on appropriate action
 - Follow standard help desk procedures
 - Log all help desk interactions
 - Administer help desk software
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- Follow up with customers and users to ensure complete resolution of issues
- Identify and escalate situations requiring urgent attention to the Director of Operations
- Track and route problems and requests and document subsequent resolutions
- Assist IT Administrator to resolve technical problems with Local Area Networks and Wide Area networks
- Inform IT Administrator of reoccurring problems
- With the assistance of IT Administrator stay current with system information, changes and updates
- Help update training manuals for new and revised software and hardware
- Provide training to computer users, as necessary
- Clean computers (Restore to Default Settings)
- Any other duties assigned; commensurate with role

COMPETENCIES REQUIRED

Specific Knowledge:

- General knowledge of networking and cloud services
- Software and hardware troubleshooting
- Microsoft Exchange
- IT Security and concepts
- Office practices and procedures as they relate to IT.
- Proficient in Microsoft Office (Word, Excel, Outlook, Email, PowerPoint) and internet.
- Proficient in OneDrive and mapping.
- Steps required to troubleshoot and configure various IT systems

Skills and Attributes

- Ability to exercise initiative and good judgment in handling sensitive information
- Accomplished in providing customer service
- Team player
- Excellent oral and written communication skills
- Excellent sense of responsibility and ability to work with minimal supervision.
- Ability to manage multiple tasks, organize priorities, and meet deadlines.
- Excellent interpersonal skills for the development of strong relationships
- Highly organized.

QUALIFICATIONS AND REQUIREMENTS

Education

- A diploma in computer studies such as computer science, electronics, software, information systems or telecommunications.

Required

- Previous IT experience

WORKING CONDITIONS

- Office setting
- Extended periods of screen time

HEALTH & SAFETY

All employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all potential hazards; and all incidents and injuries; as well as co-operating with any measures introduced in the workplace to improve health and safety.

Conditions of Employment

Schedule:

- Flex shifts
- Day shift
- Evenings
- Monday to Friday
- Weekends

Experience:

- 2 years

Employment is subject to:

- Proof of Education requirements
- Must be willing to work a flexible 28-hour work week.
- Oshki-Wenjack is committed on implementing measures to protect its community members, staff, and other stakeholders from COVID-19. As a result, Oshki-Wenjack has implemented a mandatory vaccination policy. Exemptions will be made for those with a valid medical exemption; proof of the exemption will be required.

The above statements are the general functions of the position and should not be interpreted as a detailed description of all the work requirements that may pertain to the job. This position description will be reviewed on an annual basis and may be subject to change.

Preference may be given to:

Individuals of Indigenous ancestry
(Section 18 of the Human Rights Code of Ontario)

Closing Date: Until filled.

Individuals who feel they are qualified are invited to submit a cover letter (quoting the above position title) along with a current cover letter and resume.

HR@OSHKI.CA

Please write the title of the position you are applying for in the subject line of the email.

We thank all those who apply, however only those selected for an interview will be contacted.