

SERPENT RIVER FIRST NATION

195 Village Road
Cutler ON, P0P 1B0



Telephone: (705) 844-2418

EMPLOYMENT OPPORTUNITY

Desktop Technician

Permanent

Position Summary:

The Desktop Technician will provide a single point of contact for end users to receive support and maintenance within the Serpent River First Nations desktop computing environment. This includes installing, diagnosing, repairing, maintaining, and upgrading all PC hardware and equipment to ensure optimal workstation performance. The Desktop Technician will also troubleshoot problem areas, in person, by telephone, or via e-mail, in a timely and accurate fashion, and provide end-user assistance where required.

Position Duties

- Perform onsite analysis, diagnosis, and resolution of complex desktop problems for end users, and recommend and implement corrective solutions, including offsite repair for remote users as needed.
- Install, configure, test, maintain, monitor, and troubleshoot end-user workstations and related hardware and software in order to deliver required desktop service levels.
- Assess the need for and implement performance upgrades to PC boxes, including the installation of CPUs, I/O and NIC cards, hard disks, ribbon cables, hard drives, RAM, memory chips, CD-ROMs, and so on.
- Collaborate with LAN technicians/network administrators to ensure efficient operation of the company's desktop computing environment.
- Where required, administer and resolve issues with associated end-user workstation networking software products.
- Receive and respond to incoming calls, pages, and/or e-mails regarding desktop problems.
- Answer to and perform moves, adds, and changes (MAC) requests as they are submitted by line managers.
- Ensure that physical desktop connections (i.e. RJ-45 Ethernet jacks, RJ-11 telephone modem jacks, connectors between PCs and servers, etc.) are in proper working order.
- Prepare tests and applications for monitoring desktop performance, then provide performance statistics and reports.

- Assist in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring desktop operations.
- Develop and maintain an inventory of all monitors, keyboards, hard drives, modems, network cards, and other components and equipment.
- Accurately document instances of desktop equipment or component failure, repair, installation, and removal.
- Liaise with third-party support and PC equipment vendors.

Qualifications

- College diploma or university degree in the field of computer science and/or 2 years equivalent work experience.
- Certifications in Computer Systems Technology
- Ability to conduct research into PC issues and products as required.
- Effective interpersonal skills and relationship-building skills.
- Strong written and oral communication skills.
- Ability to present ideas in a user-friendly language.
- Understanding of the organization's goals and objectives.
- Analytical and problem-solving abilities, with keen attention to detail.
- Self-motivated and directed, with the ability to effectively prioritize and execute tasks in a high-pressure environment.
- Experience working in a team-oriented, collaborative environment.
- Strong customer-service orientation.
- Excellent technical knowledge of PC and desktop hardware and knowledge of PC internal components
- Hands-on hardware troubleshooting experience.
- Extensive equipment support experience with Microsoft software.
- Working technical knowledge of current protocols and operating systems
- Ability to operate tools, components, and peripheral accessories.
- Able to read and understand technical manuals, procedural documentation, and OEM guides.
- Valid Ontario Class 'G' Driver's License
- Knowledge of Ojibway culture
- Knowledge of the 7 grandfather teachings

Late or incomplete applications will not be considered. We appreciate your interest, however, only those selected for an interview will be contacted.

Preference will be given to Indigenous applicants.

**Detailed Job Description is available upon request*

Interested applicants **MUST** submit a cover letter, resume, and three references from a direct supervisor/manager

Attn: Human Resources
195 Village Road, Cutler Ontario, P0P 1B0
Email: hr.jobs@serpentrivern.com
By: December 11, 2024 at 4:00 pm

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