



Membertou
WELCOMING THE WORLD!

Employment Opportunity

Job Title: Information Technology Support Specialist
Department: Data & Information Technology
Reports to: Director of Information Technology
Work Location: New Brunswick

This is a contract position reporting to Membertou's Director of Information Technology; this individual is responsible to provide Information Technology Support services to Indigenous health facilities located in New Brunswick. Applicant must reside in New Brunswick and be available to travel extensively and on an emergency basis within New Brunswick.

Job Responsibilities:

Provide on-site support for Indigenous health facilities including, but not limited to the following:

- Computer hardware/software support
- Computer infrastructure deployment and installation (per program and/or project),
- Wireless and Local Area Network (LAN) support,
- Email support services
- Current applications of First Nations & Inuit Health Information System (FNIHIS), Electronic Service Delivery Reporting Template (e-SDRT), Home and Community Care (HCC), National Native Addictions Information Management System (NNAIMS), and Medical Transport Reporting System (MTRS) support, and other applications
- Videoconferencing and telehealth support
- Integration with provincial systems and/or supports (where projects or agreements have been determined between the Indigenous community and the Regional/District Health Authority or Provincial Government)
- Other Indigenous Health facility technical support will be determined by the Service Level Agreement (SLA). This will also include whether this technical support is first or second level technical support and will be based on the current level of support available to the Indigenous community health service via Indigenous facility/band and/or contract services.
- In addition to the support services, one on one staff training may be required and participation in change management activities as needed
- Plan and develop implementation strategies for new communications technology and services; i.e.; convergence of voice and data networks, etc.
- Participate in the strategic planning process for network technology infrastructure with Membertou and related partners.
- Related services required by Membertou as requested by your supervisor

Knowledge & Skill Requirements:

- Degree or Certificate in Computer Studies
- 2 – 5 years' experience in the computer service and support industry
- Good troubleshooting skills and experience
- Network Experience: Switching, Routing, Security and Cabling
- Network programming experience with Cisco would be considered an asset

- Experience with backups and disaster recovery
- Experience with Windows Server 2022
 - Active Directory
 - Moves, adds and changes
 - DHCP
 - DNS
 - File Sharing
 - Group Policy
- Experience with Windows 10 Professional and Windows 11 Professional
- Experience with Apple devices (MacBook, iPads and iPhones)
- Be able to work under pressure and deadlines
- Experience using IT ticketing system
- Reporting to Membertou's IT Director and Health Canada Help Desk
- Excellent oral and written communications skills
- Good customer service skills
- Planning and organization skills
- Ability to learn new technology
- Ability to work independently
- Be able to work from home

Preference given to Aboriginal peoples in accordance with the Aboriginal Employment Preferences Policy of the Canadian Human Rights Commission.

Resumes and Cover letters can be submitted to:

Membertou Human Resources Department
Attention: Richard Stevens
47 Maillard Street
Membertou, NS B1S-2P5

Or via email to:

jobs@membertou.ca

DEADLINE FOR APPLICATIONS: Friday, June 16th, 2023 @ 1:30pm AST

Thank you for your interest, however, only those selected for an interview will be contacted.