



Membertou

WELCOMING THE WORLD!

EMPLOYMENT OPPORTUNITY

Job Title: Information Technology Support Specialist (Full Time)
Department: Data Centre/IT Department
Reports To: Director of IT/Data Centre
Salary: Commensurate with experience

The Opportunity

Membertou is seeking a motivated and customer-focused Information Technology Support Specialist to join our Information Technology Department. Reporting to the Director of Information Technology, the successful candidate will provide on-site and remote technical support to Indigenous Health Facilities throughout New Brunswick.

This position requires extensive travel throughout New Brunswick and plays an integral role in ensuring the reliability, security, and performance of technology systems supporting healthcare services. The successful candidate will work closely with Membertou's Information Technology team, Indigenous Health Facility staff, and external partners to deliver exceptional technical support and customer service.

Duties & Responsibilities:

- The successful candidate will be responsible for:
- Providing first and second-level technical support to Indigenous Health Facilities throughout New Brunswick.
- Travelling to Indigenous communities on a scheduled basis to perform preventative maintenance, equipment upgrades, and on-site technical support.
- Providing remote technical support between scheduled site visits and responding to urgent technical issues as required.
- Installing, configuring, maintaining, and troubleshooting desktop computers, laptops, printers, mobile devices, and related hardware.
- Installing, upgrading, and supporting Microsoft Windows operating systems, Microsoft Office applications, and Apple devices.
- Diagnosing and resolving hardware, software, networking, and connectivity issues.
- Supporting Local Area Networks (LAN), wireless networks, internet connectivity, switches, routers, and structured cables.
- Maintaining Windows Server environments, including Active Directory, DHCP, Group Policy, file sharing, backups, and disaster recovery processes.
- Supporting telehealth, videoconferencing, and other communication technologies.
- Installing and maintaining wireless access points and network infrastructure.
- Monitoring communications rooms and network equipment to ensure secure and reliable operation.
- Recording and managing service requests through the IT ticket management system.
- Providing one-on-one technical assistance and training to end users.
- Assisting communities with technology planning and recommendations for hardware and software purchases.
- Working collaboratively with Membertou Data Centre staff, external Help Desk providers, vendors, and community partners.
- Maintaining accurate technology inventories and updating community technology assessments.
- Ensuring assigned company vehicles, tools, and equipment are maintained appropriately.
- Performing other related duties assigned.
- Complies with Band Personnel Policy.
- Maintain positive relationships with Membertou's Internal and External Customers, ensuring transactions or information received on behalf of the Band and/or its members are kept confidential.
- Other department related duties are as required by the Director.

Qualifications and Experience:

The successful candidate will possess:

- Diploma or Degree in Information Technology, Computer Science, Network Administration, or a related field.

- Minimum two (2) years of experience providing technical support in a professional IT environment.
- Strong troubleshooting and analytical skills.
- Experience supporting Windows 10/11, Microsoft Office, Windows Server, Active Directory, DHCP, Group Policy, and networking technologies.
- Experience with wireless networking, switches, routers, structured cabling, and network security.
- Experience using an IT service ticket management system.
- Cisco networking experience would be considered an asset.
- Experience supporting healthcare technology or Indigenous health information systems would be considered an asset.
- Excellent communication and interpersonal skills.
- Strong organizational and time management skills with the ability to manage multiple priorities.
- Ability to work independently and as part of a collaborative team.
- Valid Class 5 Driver's Licence with the ability to travel extensively throughout New Brunswick.

Working Conditions

- Extensive travel throughout New Brunswick is required.
- Combination of office, remote, and on-site work.
- Occasional evening or emergency support may be required.
- Company vehicles, technology equipment, and required tools will be provided.

Why Work for Membertou?

Membertou is committed to building a workplace that values innovation, collaboration, respect, and continuous learning. We offer a competitive compensation package, opportunities for professional development, and the chance to make a meaningful impact by supporting Indigenous communities throughout Atlantic Canada.

Preference is given to Aboriginal peoples in accordance with the Aboriginal Employment Preferences of the Canadian Human Rights Commission. Membertou is committed to employment equity and encourages applications from Indigenous Peoples, African Nova Scotians, racially visible persons, persons with disabilities, women, and members of the 2SLGBTQIA+ community. Reasonable accommodation is available throughout the recruitment process upon request.

To Apply: Submit your cover letter and résumé to:

Membertou Human Resources Department
Attention: Scott Thomas
 47 Autwen Ma'sl Awti
 Membertou, NS B1S-2P5

Or via E-mail to: jobs@membertou.ca

DEADLINE FOR APPLICATIONS: **We keep our postings open until we find the right match.**

***Thank you for applying, however, only those selected for an interview will be contacted.
 Membertou reserves the right to pause, extend or revoke this posting at any time without notice.***