



Okanagan Indian Band

EMPLOYMENT OPPORTUNITY

DEPARTMENT: ADMINISTRATION

JOB TITLE: **Information Technology Technician Manager**

The Okanagan Indian Band (OKIB) is looking to fill this important role within OKIB. The Information Technology Manager will assist in providing IT support and management to the Okanagan Indian Band (OKIB).

The OKIB offers a welcoming team environment and a rewarding job experience as you join us providing services to the Okanagan First Nations community.

PLEASE SEE COMPLETE JOB DESCRIPTION BELOW

Hours of work: 37.5 hours per week

Start date: March 2022

Deadline for Applications: February 11, 2022

Please send resume, cover letter and references in any one of three ways:

Email: recruiting@okanagan.org

Fax: (250) 542-4990

Mail: 12420 Westside Road, Vernon, BC V1H 2A4

A *Criminal Record Check (including Vulnerability Sector)*, and 3 *References* are required.



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The OKIB offers a welcoming team environment and a rewarding job experience. You can expect a supportive work environment, a total compensation package which includes a competitive wage, extended health and dental benefits, pension plan, 3 weeks vacation to start and Band paid Christmas Closure Days. Discounted lift tickets at Silver Star are available for all OKIB employees.

PURPOSE AND KEY FOCUS

OKIB is seeking a hands on, proactive Information Technology professional to provide IT support and management to the Okanagan Indian Band (OKIB). This position will be the primary point of contact for IT support within OKIB.

JOB SUMMARY

The IT Technician Manager will be responsible for installing and maintaining computer systems and networks aiming for the highest functionality. This position is responsible for delivering information technology best practices to internal staff members.

REPORTING STRUCTURE

Reports to the Director of Finance

JOB DUTIES AND RESPONSIBILITIES

- Ensure business continuity of systems and meet the evolving IT needs of OKIB
- Deliver IT services, including software upgrades, within budgetary and policy parameters
- Oversee operational project management
- Ensure backend issues are resolved in a timely manner
- Responsible for approved allocated operational budget
- Provide support to employees in a timely manner
- Troubleshoot a variety of devices including workstations, laptops, smart phones, and other peripherals
- Organize, prioritize and resolve IT issues as necessary
- Maintain and update IT inventory management as required
- Develop and maintain standard operating procedures and best practices for all aspects of IT structure
- Oversee VOIP/Ring Central phone system
- Network Administration
- Install, investigate, diagnose and solve computer software and hardware faults
- Liaison with IT service providers
- IT purchasing

ADMINISTRATIVE DUTIES

- Prepares Briefing Notes
- Research and propose solutions that fit within the framework of company objectives



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- Prepare and monitor Project and Annual budgets
- Provide advice on best practices for IT
- Performs internal reviews and prepare recommendations
- Performs other duties as required

QUALIFICATIONS

Education

- Diploma in a Technical Program or equivalent

Experience

- 5 years direct experience in IT industry
- Experience with desktop infrastructure, network routing, specialized security, server infrastructure and/or cloud-based strategies
- Experience working with First Nations communities is an asset
- Experience working with confidential information

Competencies (KSAs & Desired Attributes)

- IT generalist experience
- Strong communication skills orally and written
- Ability to work with frequent interruptions and with changing priorities
- Ability to work collaboratively in a team environment
- Ability to exercise sound judgment and diplomacy
- Self-motivated and engaged

WORKING CONDITIONS

Physical Demands

The IT Technician will have to spend long hours sitting and using office equipment and computers. He/she may also have to do some light lifting of equipment, supplies and materials from time to time.

Environmental Conditions

The IT Technician will manage a number of projects at one time and may be interrupted frequently to meet the needs and requests of staff.

Sensory Demands

Sensory demands include use of the computer, which may cause eyestrain and occasional headaches. The office may be noisy and busy at times making it difficult for the IT Technician to concentrate.



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Mental Demands

The IT Technician will have to manage a number of requests and tasks at one time and must be prepared to deal with emergencies and stressful situations at any time.

DIRECT REPORTS

Assistant Technician

CLASSIFICATION/PAY SCALE

\$65,000 - \$80,000 annually Dependant on education and experience

Preference may be given to those having knowledge of the Okanagan culture and traditions.