



EMPLOYMENT OPPORTUNITY

Scw'exmx Child and Family Services Society (SCFSS) is family-centered and guided by nłe?kepmx and syilx traditional knowledge and principles. SCFSS utilizes prevention and protection strategies with the collective goal to keep children with their families and communities. SCFSS recognizes historical challenges and is guided by traditional strength and wisdom to build family and community capacity in a monumental shift from protection to prevention.

IT Technician (Tier 1)

Scw'exmx Child and Family Services Society (SCFSS) is seeking a passionate and culturally aware IT Technician (Tier 1) to join our team in beautiful Merritt, BC. As a family centered Indigenous organization, we're guided by nłe?kepmx and syilx traditional knowledge and principles. Our mission is to keep children with their families and communities through innovative prevention and protection strategies.

Position Summary

Reporting to the IT Team Leader, the IT Technician (Tier 1) is responsible for providing onsite and remote technology support, troubleshooting hardware, software and networking issues and executing Tier 1 technology solutions while prioritizing security and confidentiality. The IT Technician (Tier 1) is responsible for assembling and deploying workstations, laptops, printers and phones as well as creating and modifying user accounts. Additional duties include monitoring the IT ticket system for timely issue resolution, training employees on IT best practices, maintaining a technology inventory and generating IT statistics and reports. This role also involves collaborating with the IT Team to safeguard SCFSS's technological assets and enhance cybersecurity measures.

Key Responsibilities

- Serves as the primary point of contact for IT support and related inquiries, responding to queries according to the service level agreement
- Supports the onboarding and offboarding process for new, transferring and exiting employees and contractors
- Assembles, configures, and deploys staff workstations, laptops, printers, and phones
- Creates, modifies and maintains user accounts as needed for all software
- Executes Tier 1 tech support solutions at the desktop level, including software installations and upgrades, hardware installations, file backups, and system configuration
- Provides onsite and remote technical support by troubleshooting hardware, software, and networking issues
- Monitors the central ticketing system to ensure timely resolution of support requests
- Follows established checklists for routine tasks, including software patches, hardware monitoring, and backups, to ensure consistent outcomes



IT Technician (Tier 1)

- Ensures the integrity and security of SCFSS's intellectual and technological assets
- Trains employees on internal IT hardware, software, and cybersecurity best practices
- Identifies issues to escalate to IT Technician (Tier 2) where appropriate
- Coordinates asset management, including the tagging and the documentation of all SCFSS inventory to create a comprehensive directory in alignment with compliance requirements
- Adheres to IT policies and procedures to optimize workflow
- Monitors and evaluates IT workflow and identify any improvements that can be implemented
- Supports the generation and maintenance of monthly and quarterly IT statistics and reports
- Supports a positive, healthy, and safe work environment, guided by the principles of Growing our People and Culture of Caring

What You'll Bring

- Certificate or diploma in Information Technology, Computer Science or other relevant field of study, or equivalent combination of education and experience
- Minimum of two years of experience working in a IT Support role
- Demonstrated proficiency in networking hardware, including firewalls, switches, and VPN applications, as well as backup hardware and software, VoIP systems (preferably Ring Central), Microsoft 365 admin portal and advanced settings, and cloud platforms like Azure and Amazon Web Services (AWS)
- Demonstrated ability to support Windows, Apple, and Android devices
- Familiarity with software systems such as MS Office, Xyntax, Citrix
- Excellent communication, critical thinking, and relationship building skills
- Ability to work flexibly in a fast-paced environment
- Successful completion of a criminal record check, clear Ministry of Child and Family Development Prior Contact Check, and valid BC driver's licenses without restrictions

What We Offer

- Competitive salary range: \$27.48 - \$30.96 per hour (based on experience)



IT Technician (Tier 1)

- Comprehensive benefits package and Public Service Pension plan
- Professional development opportunities and cultural learning experiences
- Supportive team environment
- Opportunity to make a real difference in your community

Work Details

- Full-time, permanent position (35 hours/week)
- Monday – Friday, 8:30am – 4:30pm
- Located in Merritt, BC – gateway to the beautiful Nicola Valley

Commitment to Equity

As an Indigenous organization serving nle?kepmx and syilx communities, SCFSS prioritizes hiring Indigenous applicants. Following community member priority and pursuant to Section 41 of the BC Human Rights Code, preference may be given to qualified applicants of Indigenous ancestry.

Ready to Apply?

Submit your resume, cover letter, and three professional references to jobs@scwexmx.com by December 13th 2024. To learn more about SCFSS and this opportunity, visit www.scwexmx.com.

SCFSS thanks all applicants; however, only those selected for an interview will be contacted.