



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 2)

Scw'exmx Child and Family Services Society (SCFSS) is seeking a passionate and culturally aware IT Technician (Tier 2) 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 2) is responsible for providing onsite and remote technology support, troubleshooting hardware, software and networking issues and executing Tier 2 technology solutions while prioritizing security and confidentiality. The IT Technician (Tier 2) is responsible for server and security maintenance and setup, password management, and monitoring and evaluating IT infrastructure. Additional duties include resolving escalated issues, training employees on IT best practices, 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

- Resolve IT support issues and queries escalated from Tier 1, responding to queries according to the service level agreement
- Monitor network performance and maintain essential IT infrastructure systems and enhance cybersecurity measures
- Execute Tier 2 tech support solutions at the desktop level, including hardware and software installations and upgrades, network mapping and monitoring, system configuration, and cybersecurity issues
- Lead server and security maintenance, including endpoint management, Entra ID/Active Directory management, and patch management
- Lead password management, including single sign-on (SSO) implementation and monitoring



IT Technician (Tier 2)

- Provides onsite and remote technical support by troubleshooting hardware, software, and networking issues
- Support the onboarding and offboarding process for new, transferring and exiting employees and contractors as needed
- Create, modify and maintain user accounts as needed for all software
- Dispose of assets appropriately including wiping devices and documenting inventory changes
- Follows established checklists for routine tasks, including software patches, hardware monitoring, and backups, to ensure consistent outcomes
- Ensures the integrity and security of SCFSS's intellectual and technological assets
- Trains employees on internal IT hardware, software, and cybersecurity best practices
- 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

- Diploma or bachelor's degree in Information Technology, Computer Science or other relevant field of study, or equivalent combination of education and experience
- Minimum of five years of experience working in a IT Support role
- Demonstrated ability to support Windows, Apple, and Android devices
- Demonstrated proficiency in server maintenance and setup, networking hardware, including firewalls, switches, and VPN applications, as well as backup hardware and software, VoIP systems, Microsoft 365 admin portal and advanced settings, and cloud platforms like Azure and Amazon Web Services (AWS)
- Experience with VMs, preferably VMware ESXi, and Powershell Scripting
- 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



IT Technician (Tier 2)

- 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: \$38.19-43.43 per hour (based on experience)
- 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.