



MÉTIS NATION
BRITISH COLUMBIA

www.mnbc.ca

#380 - 13401 108 Ave,
Surrey, B.C., V3T 5T3

Phone: 604-557-5851
Toll free: 1-800-940-1150

CHARTERED COMMUNITY IT SUPPORT ANALYST - #23-036

Information Technology department

Position: Permanent Full-Time (37.5 hours per week)
Location: Hybrid/Provincial office - Station Tower (13401-108th Avenue, Surrey)
Closes: Posting will remain open until filled and will close without notice
Classification: Administrative 2 **Salary Range:** \$49,000 - \$57,000 annually



MNBC's *KAA-WIICHIHITOYAAHK* (We take care of each other) initiatives offer employees a competitive total compensation package including:

- comprehensive group benefits package or health-care spending account and enrollment in the Municipal Pension Plan.
- 15 paid days per year for statutory and cultural days (Indigenous Peoples Day, Truth and Reconciliation Day & Louis Riel Day).
- carpool, parking & public transit subsidies (Provincial Office only).
- educational spending account and professional development allowances to provide annual funding to continue lifelong learning and skills upgrade.
- remote workplace support.
- internal advancement & redeployment opportunities.

ABOUT MÉTIS NATION BRITISH COLUMBIA

Métis Nation British Columbia (MNBC) develops and enhances opportunities for our Métis communities by implementing culturally relevant social and economic programs and services. Through teamwork, respect, dedication, accountability, integrity, and professionalism, MNBC strives to build a proud, self-governing, sustainable Nation in recognition of inherent rights for our Métis citizens, assisting in the delivery of services based on policy, process, and specified regulations.

ABOUT THE OPPORTUNITY

Reporting to the Network and Systems Administrator, as an integral part of our IMIT team. The position also has a dotted line reporting relationship to the Ministry Community Services and will collaborate with the team on a regular basis. The primary purpose of the **Chartered Community IT Support Analyst** is to provide dedicated support to MNBC's 39 Chartered Communities throughout British Columbia via onsite and remote support. Travel will be a requirement of the role.



KEY DUTIES AND RESPONSIBILITIES

- Provide dedicated IT technical support to Chartered Communities either via phone, email or deskside as required.
- Provide advanced troubleshooting for all types of technical inquiries, service requests, and issues involving computers, networks, smartphones/tablets, AV systems, enterprise applications/systems.
- Office 365 operation, including monitoring, troubleshooting, automation, and configuration.
- Support content creation with our communications department on MNBC's website. <https://www.mnbc.ca>; and contribute to the development of a Community Portal.
- Perform preventative maintenance and help manage security within AD and Office 365.
- Plan and document O365 configuration, migrations, testing, and validations strategies.
- Create forms and automate workflows within Office 365 Suite.
- Perform general maintenance on the Office 365/Azure infrastructure.
- Assist the Ministry of Digital Government with tasks and responsibilities, as needed.
- Provide support to other MNBC departments where needed.
- Other duties as assigned by the IMIT and Digital government leadership team.

THE IDEAL CANDIDATE

- Completion of a 2-year post-secondary program in Computer Systems Technology or equivalent.
- Knowledge of modern web programming languages such as HTML, JavaScript (React), Python, CSS, PHP, and SQL is an asset.
- Demonstrated ability to effectively communicate both verbally and in writing.
- Ability to utilize, adapt and embrace new technologies, including MS Office 365 and Power Platform.
- Handle sensitive information in a confidential manner.
- Experience working in an office and team environment, an asset.
- Experience giving IT support to end users.

OTHER COMMENTS

- Other duties may be assigned as needed to help ensure the efficient operation of MNBC.
- There will be a need to attend meetings and events which may require work and travel outside of normal business hours.
- Ability to provide a satisfactory Criminal Record Check.

The above requirements are what MNBC is seeking in the ideal incumbent at the time of posting and are subject to change based on needs.



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Pursuant to section 41 of the BC Human Rights Code, preference may be given to applicants who self-identify as Indigenous (First Nation, Métis or Inuit). All qualified candidates are encouraged to apply.

PLEASE NOTE THAT CANDIDATES MUST APPLY using **“Chartered Community IT Support Analyst #23-036”** in the subject line of the email.

Please send your resume and cover letter to:

Felix Ikem

Director of IT

Métis Nation British Columbia

Email: fikem@mnbc.ca