



# Anishinaabe Abinoojii Family Services

We invite applications for the following position:

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## Helpdesk Technician

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### One (1) Regular Full-Time Position

**Location: Kenora**

#### General Description:

The Helpdesk Technician is a regular full-time administration position. The Helpdesk Technician is the first contact for the IT Team and is responsible for managing and responding to the daily requirements of the Helpdesk. The Helpdesk Technician reports to the Systems Manager in all aspects of job function.

#### QUALIFICATIONS:

- Community College Diploma or High School Diploma with three (3) years direct related experience, however a combination of other related education, experience and skills may be considered;
- Knowledge of Customary Care, service development and delivery, First Nation communities, family structure, and local customs and traditions;
- Knowledge of the administrative structure and operations of Anishinaabe Abinoojii Family Services including internal policies, procedures and the Helpdesk Manual;
- Knowledge and experience with Windows 7 and Windows 10 desktop and 2008/2012 R2 Server operating systems, antivirus software, e-mail systems, VPN's and HP network printers;
- Ability to receive all incoming Helpdesk e-mails and telephone calls in a professional, respectful manner and respond in a prompt and timely fashion;
- Ability to establish and maintain purposeful relationships with staff, management and the transferred agencies;
- Ability to assist staff with computer troubleshooting, including hardware, software and networking as requested;
- Ability to prepare and deploy workstations for staff, including re-installations and repairs;
- Ability to provide security patches and updates to OS and applications on workstations, including antivirus software;
- Ability to develop and maintain documentation as required, including hardware/software inventory and support documentation;
- Ability to provide training to staff;
- Ability to work in a team environment with strong communication and customer service skills;
- Ability to work independently and under stress of deadlines;
- Ability to meet the demands of a high volume, fast-paced Helpdesk with intuitive troubleshooting skills;
- Must be committed to ensure the highest level of confidentiality at all times;
- Must possess a valid Ontario G Driver's License and be willing to travel;
- Must provide a clear Vulnerable Sector Check and Driver's Abstract; and
- Ability to speak Anishinaabemowin is preferred and a definite asset.

**Salary Range:** \$32,968– \$42,857 per annum

#### CLOSING DATE:

No later than Wednesday, April 11, 2018 at 4:30 p.m. Late applications will not be considered.

AAFS welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

**Submit resume with cover letter quoting file # HDT20180411 to:**  
**Director of Human Resources** c/o 20 Main Street South, Kenora, Ontario P9N 1S7  
Fax: (807) 548-1345 or by E-mail: [AAFS.HumanResources@aafs.ca](mailto:AAFS.HumanResources@aafs.ca)

Miigwetch to all who apply, however, only those selected for an interview will be contacted.  
No Phone calls please.

All interviewees must submit a current Vulnerable Sector Check and Drivers Abstract at time of interview.