



No. C20-11

# EMPLOYMENT OPPORTUNITY

## Computer support technician

### THE FNEC: A KEY PARTNER IN THE EDUCATIONAL SUCCESS OF FIRST NATIONS

At the FNEC, we support First Nations communities in the implementation of a full education system that respects their culture, values and identity. We take pride in being part of quality education development under complete First Nations jurisdiction in a spirit of collaboration, respect, sharing and commitment.

The FNEC is a welcoming, and inspiring working environment at the leading edge of technology where innovation is highly valued. Our team of professionals is receptive to the needs of our member communities, and successfully meets challenges with perseverance, creativity and a steadfast dedication to the organization's mission.

**Employee status:** Permanent

**Workplace:** 95 Rue de l'Ours, Wendake

**Hourly wage:** Between \$26.80 and \$35.57 in accordance with the FNEC's salary scale

**Hours/week:** 36.25 in winter, 32 in summer

**Start date:** As soon as possible

#### Job description

Under the direct supervision of the technology director, the computer support technician's main duty is to provide technical assistance to computer system, Internet, program and software users. The support technician also guides users and gives them the required training to ensure effective computer system, program, software, and peripheral equipment use. The support technician works closely with the other members of the technology department and keeps them informed of user difficulties. The technician is also a resource person for FNEC employees, member communities and organizations affiliated with the FNEC.

#### Requirements

- Diploma of vocational studies in computing support
- One year of relevant experience
- Working knowledge of spoken and written English and French
- Knowledge of software (O365, Adobe, Zoom, antivirus) and centralized software management practices
- Understanding of First Nations communities
- Knowledge of the different types of cabling and network protocols such as TCP/IP, Ethernet, etc.
- College diploma or a certificate in computer science or a related discipline is considered an asset

#### Conditions of employment

Local business travel may be required to respond to service requests.

#### Working conditions

We offer competitive working conditions: group insurance, pension fund, Christmas holidays, flexible cultural holidays, three weeks' annual vacation, sick leave, telework, work schedule options, summer schedule, etc.

#### Application deadline: 4:00 p.m. September 25, 2020

To ensure services meeting the needs of member communities are provided by qualified staff representative of the population it serves, the FNEC promotes staffing in the following order: 1) FNEC employees, 2) First Nations members from FNEC-member communities, 3) members of other First Nations, 4) Indigenous peoples, 5) other applicants.

Please send your application to the FNEC by mail, email or fax:

First Nations Education Council, 95 Rue de l'Ours, Wendake, Quebec G0A 4V0

Email: [ressourcesshumaines@cepn-fnec.com](mailto:ressourcesshumaines@cepn-fnec.com) Fax: 418-842-9988

To obtain the complete job description, call us at 418-842-7672 or email us at the above address.

We thank all applicants for their interest, but only candidates selected for an interview will be contacted.

**TO SEE MORE JOB OFFERS FROM THE FNEC AND OTHER FIRST NATIONS ORGANIZATIONS, VISIT OUR [JOB BANK AT ge.cepn-fnec.com](http://ge.cepn-fnec.com)**