



TSAWWASSEN FIRST NATION

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EMPLOYMENT OPPORTUNITY

IT Coordinator – Full Time Regular

Tsawwassen First Nation (TFN) is a proud Coast Salish nation with our land base situated in Tsawwassen, B.C. In 2009, the Tsawwassen First Nation Final Agreement came into effect – this treaty was the first modern urban treaty in BC and the first treaty to be successfully negotiated through the BC Treaty Commission process.

Tsawwassen First Nation also became a full member of Metro Vancouver, the first First Nation to do so. We are now going through a period of revival and renewal as we plan our future and seek opportunities to sustain our growth physically, economically and culturally, for present and future generations.

The IT Coordinator is responsible for overseeing IT operations for all of Tsawwassen First Nation (TFN) government and related entities. This ranges from collaborating on the development of big picture strategy and budgets, to assisting staff with resolving their day to day computing needs. You should have the ability to provide clear direction and oversight to an external IT contractor in meeting TFN's IT objectives and standards.

You will share responsibilities for frontline support with IT Contractor and their team. You will be expected to provide support and coaching to staff to broaden their skills and create resources to assist staff do their jobs more effectively from an IT perspective.

Working Relationships

Reporting to the Financial Analyst and Property Tax Supervisor, the IT Coordinator works cooperatively with Management, and must maintain effective working relationships with all staff, TFN Community Members, Chief and Executive Council, representatives of other governments, leaseholders, contractors, and other business partners.

Specific Responsibilities

- Oversee IT operations of TFN Government and related entities. Includes general support for administrative staff. Such as providing reliable hardware and network connection general office work.
- Special IT Projects such as website maintenance, management of live streaming government meetings, data/documentation management, software application roll out
- Oversight of infrastructure IT for systems such as TFN's Sewer Treatment Plant, Traffic Systems, Water Metering, GIS
- Business Planning and Budgeting

- Oversight and Management of External IT Contractor. Includes managing the working relationship and engaging in contract negotiations with support from TFN management and ongoing quality control
- Administering IT “on boarding” and “off boarding” procedures for staff.
- IT Support for TFN staff relating to technical issues involving Microsoft’s core business applications and operating systems
- Efficiently communicate IT best practices, policies, forms, and FAQ’s organization wide such as through an IT portal setup on an internal SharePoint site.
- Equipment and Hardware Management, Software Management, Network Management
- Other duties may be added and/or assigned as needed

Education/Experience:

- Degree, Diploma or Certificate in IT, or experience in a related technical field
- Entry-level of 3-5 years of experience in the field or in a related area
- Knowledge of commonly-used tech support concepts, practices, and procedures
- Desktop, laptop, printer, and server support experience
- Excellent understanding of computers, operating systems, and software in order to guide our users through their troubleshooting experience
- You are great at explaining technical concepts to a variety of people with different learning and communication styles
- A focus on providing exceptional customer service to our internal users
- Proficient in English, both written and verbal
- Escalate service requests that require higher level support
- Experience with software
 - ✓ Active Directory
 - ✓ SharePoint
 - ✓ VPN
- Experience working in a First Nation environment preferred or possess cultural awareness and sensitivity
- Excellent interpersonal skills
- Effective written and verbal communications including email skills
- Proven ability to work as a team
- Proficient in with MS Office Suite; Excel, Word, and Outlook
- Well-developed organizational skills, including exceptional attention to detail

- Demonstrate sound work ethic
- Valid BC Driver's License (Class 5) and reliable personal vehicle
- Satisfactory Criminal Record Check

Working Conditions

Work requires moderate physical exertion such as bending, lifting, carrying, pushing, and climbing. Work may be indoors or outdoors, including working in inclement weather. May be exposed to noise generated by power tools and passing vehicles.

Qualified applicants are invited to submit their resume and cover letter to hr@tsawwassenfirstnation.com

Wages: Competitive pay commensurate with qualifications with excellent benefits

We wish to thank all interested applicants; however, only short-listed candidates will be contacted for interview.

Pursuant to the Tsawwassen First Nation Government Employees Act, first priority in hiring among qualified applicants will be given to Tsawwassen Members, second priority to spouses (as defined in s. 3 (1) of the BC Family Law Act) of Tsawwassen Members, and third priority to members of other First Nations. If you fall within one of these categories and you wish to have this voluntary information considered as part of your application, please indicate the applicable category in your cover letter.