

# EMPLOYMENT OPPORTUNITY



## The Confederacy of Mainland Mi'kmaq

### Information Technology (IT) Support Technician

#### About The CMM

The Confederacy of Mainland Mi'kmaq (The CMM) is a Tribal Council representing the eight Mi'kmaq communities of mainland Nova Scotia. Our mission is to proactively promote and assist Mi'kmaq communities' initiatives towards self-determination and enhancement of community. The CMM's Department of Finance and Administration is currently looking for a motivated and knowledgeable candidate to fill the role of ***IT Support Technician***.

#### Position Overview

Under the direction of and reporting to the Director of Finance & Administration, the **Information Technology (IT) Support Technician** provides **on-site** technical assistance and support for staff queries and issues related to computer systems, software, and hardware. This role requires strong communication skills, a solid understanding of computer networking, and the ability to troubleshoot software and hardware issues effectively. This position will work alongside a larger external IT company to ensure that The Confederacy of Mainland Mi'kmaq's IT operates securely and efficiently.

#### Overview of Responsibilities:

- Serve as the first point of contact for staff seeking technical assistance for work-related computers, cell phones (iPhones), printers, security and secure access products, etc.
- Ensure computer equipment and related technology functions properly, and to meet users' needs
- Provide desktop support for Windows/Mac and Office applications, and other office productivity software (i.e. Adobe) and ensure all systems are functioning efficiently.
- Troubleshoot software issues and perform necessary repairs or escalate as needed.
- Provide accurate information on IT products or services.
- Assist users with computer hardware problems, including setup, installation, and maintenance. The IT Support Technician will be responsible for issuing credentials to new employees and setting up work cell phones for all staff.
- Communicate clearly with users to understand their technical needs and provide solutions promptly.
- Maintain documentation of technical processes and procedures for future reference.
- Collaborate with an external IT company (contracted) to enhance the overall delivery service.
- Identify and suggest possible improvements in procedures and overall IT solutions.
- Analyze and determine service priorities, plan daily schedule, investigate user complaints, troubleshoot and resolve system/hardware/software problems.
- Document and conduct system monitoring/reporting on hardware, software, phone system and network resources and data center operations to ensure a high level of availability, performance, security and integrity.

### Position Requirements:

- College Diploma or University Degree, with concentration in Information Technology, Computer Science, or another related field.
- Minimum 1-2 years work experience in the field of IT.
- Experience in general IT related duties such as IT Help Desk, Customer Support Roles, etc.
- Proficiency in with Microsoft Office Suite of software, including SharePoint.
- Good understanding of computer systems, mobile devices, and other tech products.
- Ability to diagnose and resolve basic technical issues, including an in-depth knowledge of Microsoft Windows based client operating systems, as well as proficiency with Apple iPhones and Apple iOS.
- Strong work ethic and ability to work in a high paced environment requiring discretion and confidentiality.
- Ability to manage time and various activities effectively and efficiently with a high-level attention to detail.
- Ability to work efficiently in an open-office and team environment.
- This is an on-site position, as such time in the office in front of a computer is required.
- Have a successfully completed Criminal record check.
- Have a valid driver's license and reliable transportation, as travel within Nova Scotia may be required.
- Working knowledge of Mi'kmaq culture, communities, and organizations an asset.

### Why work with us?

The Confederacy of Mainland Mi'kmaq (The CMM) is an organization which is committed to providing exceptional work/life balance to its employees. **As such, we are currently testing a four-day work week. Staff who qualify work 28 hours per week but are paid for 35 hours. We also offer flexible daily start and end time.**

(\*This test will continue until further notice and may be adjusted to meet organizational needs as required.)

In addition, as a full-time employee you can expect:

- An atmosphere that is a great mix of fun and professionalism, and deeply family oriented.
- Enrollment in the organization's benefits packages **on your first day** of employment with no waiting period, which includes Health & Dental, and Employee & Family Assistance Program (EFAP), Health Spending Account, etc.
- Day 1 enrollment with Employer matched pension plan.
- Generous amounts of **time off** including:
  - Statutory Holidays *plus* St. Anne's Day and Aboriginal Day (15 total)
  - Paid Summer Break (2 weeks),
  - Paid Christmas Break (2 weeks)
  - Minimum of 1 week additional/discretionary vacation time (up to 2 weeks with 10 years of service).
  - Paid Family Days to support family members during illness, for appointments, etc.
- Social Committee activities including 2 Staff Days, Staff Knowledge Days, etc.

**If you would like to join The CMM Family, please see below on how to apply for this position.**

### Salary/Employment Term:

Salary: **\$45,000 - 60,000.00** per year (depending on experience and experience). This is a Permanent Position (pending successful one-year probationary contract).

**Application Deadline: January 10, 2025**

Submit Cover Letter AND Resume to:

Human Resources  
c/o The Confederacy of Mainland Mi'kmaq  
PO Box 1590, Truro, Nova Scotia B2N 5V3  
Email: [HR@cmmns.com](mailto:HR@cmmns.com)

We are an equal opportunity employer; however, **qualified First Nations applicants are given priority** in accordance with the Aboriginal Employment Preference Policy of the Canadian Human Rights Commission.

**Only those applicants who provide an up-to-date CV along with a COVER LETTER and qualify for an interview will be contacted.**

**Applicants must provide proof of CURRENT Canadian Citizenship or Permanent Residency.**