



## ***Island Lake First Nations Family Services***

*is seeking applicants for a*

### ***Helpdesk Support – Winnipeg Sub Office***

***1 FULL TIME POSITION***

#### **BACKGROUND**

Island Lake First Nation Family Services was originally established and operated under the auspices of the Awasis Agency of Northern Manitoba on April 30, 1983. On April 21, 1997, Island Lake First Nation Family Services was incorporated as its own agency.

Island Lake First Nations Family Services consists of four communities: Garden Hill First Nation, St. Theresa Point First Nation, Wasagamack First Nation, and Red Sucker Lake First Nation with the total population of well over 10,000 people.

#### **SUMMARY:**

The Helpdesk Support member will be responsible for checking support requests and doing the initial triage. The position focuses on resolving client issues, processing service requests, and providing first-level technical assistance for agency staff, including responding to various requests, regarding printers, phones and password issues amongst other minor IT requests.

For the more complex issues, the position will be required to send those to other team members.

The position will handle inbound and outbound calls, emails, and service tickets. Strong communication, organizational, and customer-service skills are essential for success in this role.

This is an entry-level position ideal for individuals looking to build a foundation in IT.

This position will report to the Information technology lead.

#### **KEY RESPONSIBILITIES:**

##### **Customer Service & Administration**

- Act as the first point of contact for staff IT requests.
- Respond to staff inquiries by phone and email, ensuring courteous and professional communication.
- Process lower-level requests (change keyboards and mice, handle most printer requests and other minor tasks).
- Document all staff interactions and resolutions.
- Follow up on open tickets to ensure staff satisfaction.

- Maintain clear communication with end-users throughout the ticket lifecycle, providing status updates and documenting all troubleshooting steps.

### **Technical Support**

- Follow documented procedures to resolve tickets and escalate complex issues to senior support staff.
- Demonstrate strong communication skills when assisting users with limited technical backgrounds.

### **QUALIFICATIONS:**

#### **Education:**

- High school diploma or equivalent required.
- Basic computer knowledge is a must, advanced computer skills preferred.
- Technical training, certificates, or coursework in IT support or networking is an asset (but not required).

#### **Experience:**

- Minimum 1 year of experience in a customer service, call center, or helpdesk support role (would be an asset).
- Familiarity with ticketing systems and IT service workflows (e.g., ITIL principles).
- Basic understanding of computers, printers, networking, and Wi-Fi connectivity.
- Ability to follow technical procedures accurately and document work clearly.
- Experience working with or supporting Indigenous communities is considered an asset.
- Ability to speak Island Lake dialect (Oji-Cree) would be a definite asset.

#### **Core Competencies**

- Strong verbal and written communication skills.
- Able to remain-focused, patient, and empathetic when assisting clients.
- Organized with strong attention to detail and documentation accuracy.
- Able to manage multiple tasks and prioritize effectively.
- Comfortable learning new technologies and software tools.
- Team-oriented and adaptable in a dynamic environment.
- Ability to explain technical issues clearly to non-technical users.

- Ability to manage competing priorities while maintaining quality service.
- Commitment to continuous learning and adapting to evolving technologies.
- Culturally respectful and aware when engaging with Indigenous communities.

**SALARY:** Starting salary will be commensurate with qualifications and experience.

**COMPETITION #:** 00039-25

**APPLICATION DEADLINE:** December 29, 2025 @ 4:30pm

Island Lake First Nations Family Services provides competitive compensation, excellent benefits including matching pension plan, and a positive work environment.

**HOW TO APPLY:**

Interested applicants are encouraged to forward their cover letter, resume, and include the competition #, along with three (3) professional references. One (1) reference must be from a direct supervisor with your most recent employer. All applicants must possess a current Criminal Record Check (Vulnerable Sector), Child Abuse Registry Check, and will be screened and subject to a Prior Contact Check.

**Human Resources**  
**Island Lake First Nations Family Services**  
**Email: [hr@ilfnfs.ca](mailto:hr@ilfnfs.ca)**  
**Fax: 204-783-3088**

Preference will be given to Indigenous candidates (First Nations, Métis, or Inuit) meeting the position requirements. All Indigenous applicants are asked to self-declare within their cover letter.

**WE THANK ALL WHO APPLY AND ADVISE THAT ONLY THOSE SELECTED FOR FURTHER CONSIDERATION WILL BE CONTACTED.**