



Island Lake First Nations Family Services
is seeking applicants for a
Information Technology Support Technician –
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:

Island Lake First Nations Family Services is seeking a skilled onsite IT technician proficient in spoken and written English to provide desktop support. This role also includes hardware repairs and network cabling. The ideal candidate will have basic knowledge of computers, including basic networking skills. You will be needing to service desktop printers and scanners and be available for on-call in emergency situations.

In this role you will be reporting to the Information Technology lead.

You will also be required to travel to the Island Lake first nations communities to service equipment when needed.

KEY RESPONSIBILITIES:

Desktop & Laptop Support:

- Diagnose and resolve hardware, software, and peripheral issues.
- Perform system updates, software installations, and virus/malware removal.
- Configure and troubleshoot printers, scanners, and other external devices.

Networking & Cabling:

- Set up and maintain small to mid-size networks, including switches, routers, and wi-fi access points as needed.

Onsite Support:

- Provide support to clients onsite, ensuring timely and professional service.
- Set up and configure client systems, including PCs and laptops.
- Be available for on-call and emergency service calls.

Mechanical Knowledge:

- Perform basic mechanical tasks, such as changing parts in desktops, printers, and other devices.

Documentation & Reporting:

- Maintain accurate records of all work performed.
- Create and update documentation for system setups, network configurations, and troubleshooting steps.

QUALIFICATIONS:**Education & Certifications:**

- Diploma or degree in Information Technology or related field, or equivalent experience.
- Certifications such as CompTIA A+, Network+ are preferred.

Experience:

- 2+ years of recent experience in IT support, desktop maintenance, and networking.

Technical Skills:

- Proficient with Windows operating systems.
- Basic understanding of desktop maintenance and networking concepts (DNS, DHCP, VPNs, firewalls).
- Experience with cabling, network installations.

Additional Requirements:

- Strong spoken and written communication skills in English.
- Valid driver's license (own vehicle preferred).
- Bondable and insurable.
- 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 #: 00040 - 25

APPLICATION DEADLINE: December 29 @ 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
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.