



Summer Student IT Administration - Job Description

OGWADENI:DEO
Taking Care of Our Own

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|---------------------------------------|---------------------------|--------------|-------------------|
| Title of Immediate Supervisor: | Quality Assurance Manager | Team: | Quality Assurance |
|---------------------------------------|---------------------------|--------------|-------------------|

Mission

We are dedicated to assume our responsibilities for taking care of children in partnership with the community:

- **By strengthening families through healing at home and in the community,**
- **By practicing client centered approaches,**
- **By honouring the family of origin,**
- **By valuing, upholding and bringing forward Ogwehon:we/Haudenosaunee/Indigenous knowledge as foundational practices of family wellness, and**
- **By respecting the expertise within the community.**

We will demonstrate kindness and understanding to reinforce Ogwehon:we values in the practices of delivering, managing and administering our services. We strengthen the relationships of women and men in a gender balanced development of family systems.

Purpose of the Role

As a member of the Ogwadeni:deO Team and under the Ontario Child and Family Services Act (CFSA), the Summer Student IT Administration is responsible for assisting in a culturally appropriate, efficient, effective and accountable Child and Youth Protection Program, operated within the parameters set out in Ogwadeni:deO Framework Policy, the Ogwadeni:deO Code of Practice and the Ogwadeni:deO Policies and Procedures.

The Student IT Administration is a position within the Information Technology (IT) Team and is responsible for assisting in the deployment and support of all desktops, laptops and printing devices including inventory and maintenance of all IT equipment.

Major Position Responsibilities

RESPONSIBILITIES AND SUPPORT TO OGWEHO:WEH FAMILIES, CHILDREN AND YOUTH

- Promotes the Ogwadeni:deO philosophy, goals and objectives
- Acts in a professionally appropriate manner when supporting the community, families, children and youth
- Ensures that any client, volunteer, caregiver and staff complaints are addressed effectively and efficiently as per policy

OGWADENI:DEO THE AGENCY

- Monitors and assists with helpdesk ticketing system, responds to email and voicemail in a timely manner
- Works with Manager to develop and assists with support documentation for use by staff and I.T.
- Assists in evaluating and resolving system issues, including hardware, networking and workstation configurations.
- Assists with maintaining a record of inventory on all computer equipment of the agency
- Ensure monitoring of IT systems for proper operation and working conditions.
- Ensure provision of IT support and service to end users.
- Perform other duties as assigned by the supervisor

Knowledge, Experience & Skills Required

Basic/Mandatory Requirements

- Must have completed three years of High School or
- Enrolled College Diploma in Business Computer science
- Must possess a valid Ontario class "G" driver's license

Insert Finalized Date



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- Must submit a favourable criminal reference check and vulnerable sector screening.
- Must be willing to work flexible hours
- Will be Ogweho:weh in preference to other applicants.

Knowledge Requirements

- Must be thoroughly familiar with the relevant legislation, regulations and guidelines .
- Related desktop support experience is an asset
- Knowledgeable respecting Six Nations' cultures and of the cultures of families of other First Nations who reside in the designated service delivery area is an asset

Ability Requirements

- Relates to and communicates effectively with community members, children, youth and families facing difficulties, elected and traditional government structures and personnel, Directors, Manager and other staff members
- Experience with Microsoft Windows 10, Microsoft Office/O365 environment.
- Experience with IOS/Andrioid operating systems.
- Experience with Social Media online platforms
- Strong problem-solving skills and communication skills
- Ability to work well in a team environment and servicing end users
- Self-motivation, strong organizational skills, ability to multi-task in a fast-paced, community focused environment

Specific Working Conditions & Requirements

- Climate controlled workplace environment, occasional travel may be required, and possible exposure to infectious disease. This position can involve considerable mental and emotional stress, involving the interacting directly with staff who work in a high stress environment, with families experiencing highly sensitive issues. The position is subject to an environment that may involve physically dangerous situations.
- Must be willing to work flexible hours in accordance to working environment

DISCLAIMER

This document describes the position currently available and is only a summary of the typical functions of the job. It is not an employment contract. The above job description is not an exhaustive list of the duties, responsibilities, working conditions or skills required for this position. Additional duties may be assigned. Ogwadeni:deO reserve the right to modify job duties or the job description at any time.

SIGNATURE

This is to acknowledge that I have received a copy of this job description and understand its content.

Signature of Employee

Date

Ogwadeni:deO is committed to a candidate selection process and work environment that is inclusive and barrier free. In order to ensure candidates are assessed in a fair and equitable manner, accommodations will be provided to prospective employees in accordance with the Accessibility for Ontarians with Disabilities Act (AODA), the Ontario Human Rights Code and the Ogwadeni:deO Code of Practice.

Insert Finalized Date