

Tier II Support Technician



Location:

Nunatsiavut (Nain, Hopedale, Postville, Makkovik & Rigolet)

Department:

Finance, Human Resources & Information Technology

Term:

Permanent Full-Time

Closing Date:

September 19, 2023

Responsibilities:

- Work with end users to identify and deliver required PC service levels.
- Liaise with and provide support to end users on computer operation and other issues.
- Install, configure, test, maintain, monitor, and troubleshoot end user workstation and notebook hardware, networked peripheral devices, and networking hardware products.
- Perform on-site analysis, diagnosis, and resolution of complex PC problems for a variety of end users, and recommend and implement corrective hardware solutions, including off-site repair as needed.
- Receive and respond to incoming calls, and/or e-mails regarding PC and/or hardware problems.
- Maintain an inventory of PCs and related peripherals.
- Accurately document instances of hardware failure, repair, installation, and removal.
- Conduct research on computer products in support of PC procurement and development efforts.
- Schedule and perform PC, hardware and peripheral equipment improvements, upgrades, and repairs.
- Support development and implementation of new computer projects and new hardware installations.
- Where necessary, liaise with third-party support and PC equipment vendors.
- Aid in development of policy and planning within IT, maintain current knowledge of plan executables, and respond to crises in accordance with business continuity and disaster recovery plans.
- Design and implement strategies
- Work with vendors on various projects
- Assist Tier I Support Technicians with NG Helpdesk tickets
- Assist and troubleshoot any issues revolving Office 365 software, including endpoint management
- Responsible for maintaining the backups of hardware and software as necessary

Qualifications:

- Excellent technical knowledge of network and PC hardware, including corporate workstations, ADSL Modems, and network switches.
- Hands-on hardware troubleshooting experience.
- Working technical knowledge of current network protocols, operating systems, and standards, including TCP/IP, Windows 10 or higher, and Windows Server 2008 or higher.
- Able to read and understand technical manuals, procedural documentation, and OEM guides.
- Ability to conduct research into PC issues and products as required.

Assets:

- Bilingual in Inuktitut and English

Contact:

careers@nunatsiavut.com

Applications should be forwarded before 4:30pm on closing day.

The Nunatsiavut Government is an equal opportunity employer however preference will be given to beneficiaries of the Labrador Inuit Land Claims Agreement. Applicants are asked to clearly state their Nunatsiavut beneficiary number on their cover letter or resume when applying.

**Nani:**

Nunatsiavut (Nainimi, Hopedaleimi, Makkovikimi, Postvilleimi, Rigoletimi)

SuliaKapvik:

kenaujaligijet, SuliaKattuligijet, Kagitaujaligijellu

Kanga:

SuliaKainnaluni

killilipvinga:

Septempera 19, 2023

kamagijatsat:

- SuliaKaKatiKagialik atuKattatunik KaujisaKattaluni âkKisiKattalunilu atujaugialinnik Kagitaujanik.
- UKaKatiKattagialik ikajuKattagialillu Kagitaujat aulatauninginni, asinginnilu kamagijaugialinnik.
- Ilonnâgut Kagitaujaligiutinik kamagunnagialik atujauKattatunik.
- KaujisaKattagialik Kanuilingatsiamangâta Kagitaujat, âkKitaugiaKappata âkKisiKattagialik, KaujitsiKattagialik sunanik pitâjutsaumangâta Kagitaujanginni, ikajugunnagialillu nunaKatigingitaminik.
- AllasimaKattagialik ilonnainik Kagitaujanik Kagitaujaligiutinillu atujaujunik.
- AllaKattagialik siKumiutippata Kagitaujat, âkKigiataupata, atuliaKippata, tigujappatalonnet.
- Kaujisagialik Kagitaujaligiutinik ikajutsigasuamut pisigumajunik âkKisuijunillu.
- Ikajugunnagialik âkKisuijunik pigiasijunik nutâni Kagitaujani atugialinillu Kagitaujattigut.
- PigiaKaguni, uKaKatiKagialik ikajugunnatunik pitâviugunnatunillu Kagitaujanik.
- ÂkKisuijunik maligatsanik ikajugialik atuinngutijunik Kagitaujaligijinik, Kaujimatsiagialik atuinngutjaumajunik kiusagaigunnalunilu Kagitaujat itlulingakallagajappata, âkKisisagaisongulluni.
- Sanagunnagialik atuliaKititsilunilu suliangugajattunik.
- IkajutjiKattagialik pivalliagutiugutinnik Kanuittutuinnanik suliangujunik.
- Ikajugunnagialik Kagitaujaligijinik Nunatsiavut kavamanganit alakkasajjalinnik.
- Ikajugialik Kaujisallunilu apomautigijaujunik atunnimi Kagitaujanik sollu Office 365, kamagijauningillu Kagitaujat.
- kamagialik Kagitaujattigut atujauKattatut ilijaumaKattatunillu.
- kamagigialingit piulitsiKattalunilu Kagitaujaligiutinik atujauKattatunillu pigiaKaguni.

Ilisimausigigialingit:

- KaujimausiKatsiagialik Kagitaujaliginnimik pitjutiKajunillu Kagitaujanik, suliaKapvinik, ingiggausinginik Kagitaujait, aulatiuKattatunillu Kagitaujatsiutinillu.
- SuliaKasimagialik Kagitaujaliginnimik.
- Kaujimajutsak Kagitaujanik atujaukatajunik manna.
- Atuatsisongugialik, tukisimatsialunilu Kagitaujait maligatsanginnik, allataumajunik ilonnâgut.
- Kaujisagunnagialik Kagitaujait apomautiugunnatunik atugatsanillu pigiaKaliguni.

Ikajotigijausot:

- UKâlasongugialik Allasongullunilu Inuttitut Kalunnâtitullu.

Kaujisallutit:

careers@nunatsiavut.com

Ottugautet âjausimagialet fimfiliak apvaKâttinagu matuttauvingata ullungani.

Nunatsiavut kavamanga atjigetisikattatuk suliasasiuttunik tavatuak pigumajauluaKattatut ikajuttaugutilet Labrador Inuit Nunamik Satusainnimut AngiKatigegutingani. Ottugajuit allasiasimakKujajut Nunatsiavut ikajuttaugutilet numuranganik allavitsangata pigianningani suliasasiugutimillonnet ottugannimi.