

# Tier II Support Technician



## Location:

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

## Department:

Finance, Human Resources & Information Technology

## Term:

Permanent Full-Time

## Closing Date:

October 9, 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](mailto: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.

# Ikajuttisak Kagitaujaliginnimi



## Nani:

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

## SuliaKapvik:

kenaujaligijet, SuliaKattuligijet, Kagitaujaligijellu

## Kanga:

SuliaKainnaluni

## killilipvinga:

Oktobera 09, 2023

## kamagijatsat:

- SuliaKaKatiKagialik atuKattatunik KaujisaKattaluni âkKisiKattalunilu atujaugialinnik Kagitaujanik.
- UKaKatiKattagialik ikajuKattagialillu Kagitaujat aulatauninginni, asinginnilu kamagijaugialinnik.
- Ilonnâgut Kagitaujaligiutinik kamagunnagialik atujauKattatunik.
- KaujisaKattagialik Kanuilingatsiamangâta Kagitaujat, âkKitaugiaKappata âkKisiKattagialik, KaujititsiKattagialik sunanik pitâjutsaumangâta Kagitaujanginni, ikajugunnagialillu nunaKatigingitaminik.
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- Kaujisagialik Kagitaujaligiutinik ikajutsigasuamut pisigumajunik âkKisuijunillu.
- Ikajugunnagialik âkKisuijunik pigiasijunik nutâni Kagitaujani atugialinillu Kagitaujattigut.
- PigiaKaguni, uKaKatiKagialik ikajugunnatunik pitâviugunnatunillu Kagitaujanik.
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- Sanagunnagialik atuliaKititsilunilu suliangugajattunik.
- IkajutjiKattagialik pivalliagutiugutinnik Kanuittutuinnanik suliangujunik.
- Ikajugunnagialik Kagitaujaligijunik Nunatsiavut kavamanganit alakkasaijalinnik.
- Ikajugialik Kaujisallunilu apomautigijajunik 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](mailto: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.