



Junior Help Desk Technician FORT MCMURRAY, AB

Fort McMurray First Nation Group of Companies is the proud business entity of the Fort McMurray #468 First Nation. With over 30 years of experience, FMFNGroup has become a leader in providing heavy construction and mining services in the Wood Buffalo Region of Northern Alberta. FMFNGroup contributes to our community's overall growth and sustainability by working with local businesses and industry partners.

FMFNGroup is seeking a self-motivated Junior Help Desk Technician to assist with I.T. needs. We are looking for someone who can learn how to operate various tools essential to our operation with enthusiasm and make decisions that help effectively use technologies across our various business activities. The incumbent must be passionate about working with a diverse team in a supportive and pleasant environment to solve technical issues. Act as the point of contact to staff across 5 entities supporting their I.T. needs.

RESPONSIBILITIES

Computer Tech Support

- Serve as a point of contact for internet outages and respond accordingly.
- Collaborate with external cloud provider as the on the ground support
- Communicate electronically and in person with computer users to address problems experienced
- Find the information from user guides, technical manuals and other documents to implement solutions
- Train users in response to address identified challenges
- Provide business systems, networks and Internet support to users in response to identified difficulties
- Create and maintain a database of assets such as cellphones, iPad, tablets, laptops and desktops
- Track asset allocations, retrieve assets from employees departing and reassign them to another department.
- Collect, organize and maintain a problems and solutions log for future reference
- Manage cellphone allocations and initiate departmental billing
- Reallocate cellphones after employee departures
- Cellphone device management and set up google play store or iCloud login and ensure that on employee departure, the phone is cleaned and reset to factory settings

Closed CCTV Monitoring

- Maintain the CCTV recording equipment and ensure it is working as required
- Store footage by setting-up frequent back-ups for future retrieval
- Watch Surveillance videos to find information when requested to do so by management
- Manage the camera system
- Ensure back-up and security monitoring

QUALIFICATIONS

- 1-6 months experience working with technology such as cellphone set up or computer set-up
- Must have own transportation to travel to and from a worksite
- Full Class 5 License
- Knowledge of computers, troubleshooting and experience providing hands-on technical support with particular focus on cloud and/or hosting services

WHY WORK FOR US

- We offer competitive wages
- Travel Allowances
- Tax exemption for registered First Nations
- Group Retirement Savings Plan
- A benefits package with Life Insurance, Medical, Dental, and Vision coverage
- Employee and Family Assistance Program

HOW TO APPLY: Send your resume directly to Human Resources Team at hr@fmfngroup.com.

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