



**HELP DESK SPECIALIST 183-21-1**  
**COMPUTER SERVICES, CENTRAL ADMINISTRATION**  
**Contract**

Applications will be received by Six Nations of the Grand River and Grand River Employment & Training (GREAT) up until 4:00 p.m. EST, Wednesday, **October 27, 2021** for the Help Desk Specialist with Computer Services, Central Administration Department. The Six Nations of the Grand River Application for Employment Form, Job Posting and Job Description are available for printing from the [www.greatsn.com](http://www.greatsn.com) website. Online applications accepted through <https://www.vscyberhosting.com/sixnations/>. **NO LATE APPLICATIONS ACCEPTED. Applicants from Six Nations and other First Nations will be given preference to deliver programs and services in a First Nations community.**

**JOB SUMMARY:** The Help Desk Specialist reports to and works under the direction and supervision of the Director of Computer Services. The Help Desk Specialist provides technical support to clients experiencing computer hardware and software issues. They respond to queries, isolate problems, troubleshoot issues and implement solutions. The Help Desk Specialist will provide fast and effective support to our clients.

The role will provide and technical assistance to the Director of Computer Services related to the implementation of the goals and objectives of the Six Nations Computer Services Department; while working within the policies and procedures established by Six Nations of the Grand River Elected Council.

<b>Type</b>	Contract
<b>Closing Date</b>	October 27, 2021
<b>Term:</b>	1 year
<b>Hours of Work</b>	35 hours per week
<b>Wage</b>	TBD

**BASIC QUALIFICATIONS:**

- Bachelor's degree in Computer Science, Information Technology or similar field, A Community College Diploma in Information Technology or a closely related field.
- 3+ years working as a Help Desk Specialist.
- Advanced knowledge of computer hardware systems, including circuit boards, memory modules, and processors.
- Knowledge of computer software systems, including databases, office applications and operating systems.
- Excellent analytical and diagnostic skills
- Demonstrated experience with MS Office, including Word, Excel and Outlook.
- Ability to conduct research on the Internet and in archives.
- Excellent organizational, written and verbal communication skills.
- Excellent interpersonal and customer service skills.
- Ability to maintain a calm demeanor in difficult situations.
- Understands the importance of confidentiality and ability to work with tact and discretion.
- Knowledge of the Six Nations of the Grand River community and culture.

**SUBMISSION PROCEDURE: (Choose one method ONLY):**

**Method #1: Online**

1. Please visit: <https://www.vscyberhosting.com/sixnations/> to access our job board and follow the directions to apply.
2. Please ensure all required documents are provided/uploaded with your application package, which include:
  - a. Cover letter including your band name and number (if applicable). Please indicate in your letter how your education and experience qualifies you for this position.
  - b. Recent resume clearly identifying that you meet the Basic Qualifications of this position as stipulated above.
  - c. Copy of your education diploma/degree/certificate and transcript.

Six Nations Elected Council is an equal opportunity employer and will seek to accommodate the needs of individuals with disabilities in a manner that most respects their dignity. All candidates are encouraged to apply. Applicants from Six Nations and other First Nations will be given preference to deliver programs and services in a First Nations community. Based on the need to provide qualified professional services, only those applicants meeting the minimum requirements will be invited for an interview.

3. If you have any questions or need assistance please reach out to Melissa Stefureak, Staffing Officer at 519-445-2223 ext 5727 or via email at [recruitment@sixnations.ca](mailto:recruitment@sixnations.ca).

**Method #2: GREAT – Applications must include all of the following:**

1. Printed, filled in and authorized Six Nations of the Grand River Application for Employment Form.
2. Cover letter including your band name and number (if applicable). Please indicate in your letter how your education and experience qualifies you for this position.
3. Recent resume clearly identifying that you meet the Basic Qualifications of this position as stipulated above.
4. Photocopy of your education diploma/degree/certificate and transcript.
5. Place all documents listed above in a sealed envelope and mail to or drop off at:

**Help Desk Specialist – Contract – 183-21-1**  
c/o Reception Desk  
Grand River Employment & Training (GREAT)  
P.O. Box 69, 16 Sunrise Court  
Ohsweken, Ontario N0A 1M0

# COMPUTER SERVICES POSITION DESCRIPTION

POSITION TITLE: Help Desk Specialist – Computer Services

REPORTING RELATIONSHIP:

Reports to and works under the direction and supervision of the Director of Computer Services.

PURPOSE & SCOPE OF THE POSITION:

The Help Desk Specialists provides technical support to clients experiencing computer hardware and software issues. They respond to queries, isolate problems, troubleshoot issues and implement solutions. The Help Desk Specialist will provide fast and effective support to our clients.

The role will provide and technical assistance to the Director of Computer Services related to the implementation of the goals and objectives of the Six Nations Computer Services Department; while working within the policies and procedures established by Six Nations of the Grand River Elected Council.

KEY DUTIES & RESPONSIBILITIES:

1. Technical Functions

- Responding to client support queries.
- Providing support in person, over the phone or remote-access.
- Assess and diagnose computer hardware and software problems and implement effective solutions.
- Modify hardware systems.
- Deploy PC hardware and software.
- Diagnosing issues with computer software, peripherals and hardware.
- Running software diagnostic tools and physically inspecting hardware systems.
- Talking clients through basic problem-solving processes.
- Providing basic computer training.
- Install computer peripherals and perform basic computer maintenance.
- Installing and upgrading hardware and software systems.
- Follow-up with clients.

2. Administrative Functions

- Greet visitors and direct to the appropriate personnel within the Computer Services Department.
- May perform customer service duties, including telephone operations, scheduling appointments, referrals, greeting clients and visitors.
- Help Desk Specialist. JD - CS Page 2 August 12, 2021
- Writing training manuals.
- Completing support tickets.
- Assist with installing applications on iPhones & contacting employees to arrange for pick up and demonstration.
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### 3. Communications Functions

- Ensures that Six Nations Computer Services reflects a high degree of professionalism in all communications, interactions and system processes.
- Liaise and interact with external agencies and organizations, as directed.
- Liaise with other community service agencies and the general public, on behalf of the Six Nations of the Elected Council, as directed.
- Exercise discretion and sound judgement in responding to public inquiries for assistance and/or information.
- Maintains working knowledge of Six Nations Employment Policies, to support the Director of Computer Services and the Computer Services team, so that staffing matters are handled according to policies, on a consistent basis.
- Answering and directing calls, when necessary; recording clear and concise messages to appropriate Computer Services personnel.
- Maintaining appropriate e-mail notifications and redirecting messages, as required.

### 4. Other Functions

- Performs other job-related duties, as may be deemed necessary by the Director of Computer Services.
- Arranges for services and repairs of office equipment, as required.

#### **WORKING CONDITIONS:**

Work has a high degree of contact with employees of Six Nations of the Grand River Elected Council and the community, as related to the Six Nations of the Grand River organization. High degree of technical of accuracy required and is subject to multiple deadlines and interruptions.

#### **WORKING RELATIONSHIPS:**

With the Director of Computer Services

- Receives direction, guidance and encouragement, discusses plans and priorities regarding computer services issues and operations.
- Obtains direction when unclear of procedures.

With other Staff

- Maintains professionalism, cooperation and provides operational guidance for all staff, respecting the lines of authority.
- Works cooperatively, provides information and assistance, as required, with courtesy and teamwork.

With the General Public

- Represents and promotes Six Nations of the Grand River Elected Council's interests, relative to Computer Services.
- Is professional, courteous and helpful, following the Customer Service Policy.

**KNOWLEDGE AND SKILLS:**

- Education and Experience:
- Bachelor's degree in Computer Science, Information Technology or similar field, A Community College Diploma in Information Technology or a closely related field.
- 3+ years working as a Help Desk Specialist.
- Advanced knowledge of computer hardware systems, including circuit boards, memory modules, and processors.
- Knowledge of computer software systems, including databases, office applications and operating systems.
- Excellent analytical and diagnostic skills
- Demonstrated experience with MS Office, including Word, Excel and Outlook.
- Ability to conduct research on the Internet and in archives.
- Excellent organizational, written and verbal communication skills.
- Excellent interpersonal and customer service skills.
- Ability to maintain a calm demeanor in difficult situations.
- Understands the importance of confidentiality and ability to work with tact and discretion.
- Knowledge of the Six Nations of the Grand River community and culture.
- Must submit a favourable criminal reference check.

**IMPACT OF ERROR:**

Errors in judgement and in the conduct of duties could lead to loss of credibility, poor public relations, confusion, duplication of effort and misinformation being given to staff, other departments, Six Nations of the Grand River Elected Council, government agencies and the public.

**CONTROL:**

Guiding principles set by the Computer Services Department and the Six Nations of the Grand River Elected Council.

Must work within the Policies and Procedures established by the Six Nations of the Grand River Elected Council.