WAASEGIIZHIG
NANAANDAWE'IYEWIGAMIG

EMPLOYMENT OPPORTUNITY

1 Full-Time (Existing) Position

Information Technology Technician

We provide primary health care through a range of options including prevention, assessment, diagnosis and treatment. Our team includes health professionals, educators and support workers representing both traditional Indigenous and contemporary models of care, and uses wholistic health and community development concepts.

This position facilitates the maintenance and security of user applications and computer systems for the organization. It also ensures that service, systems and processes are functioning to support the integrity of all information gathered and compliance with all relevant legal and regulatory requirements

NOTE: Indigenous traditional practices involving burning sacred medicines including tobacco, sweetgrass, sage and cedar and other cultural protocols occur regularly within our work setting.

Primary Duties/Responsibilities:

- This position is the primary point of contact to inquiries and requests from end-users regarding technical issues.
- Troubleshooting and diagnosing technical problems related to hardware, software, and network systems.
- Escalating complex issues to supervisor or vendors and managing towards resolution.
- Providing guidance, documentation, and training to end-users on how to use I.T. solutions.
- Maintaining records of technical support requests and resolutions in a helpdesk ticketing system.
- Keeping accurate records of all assets as well as any changes made to computer systems.
- Setting up, configuring, and maintaining records of hardware, connected office devices, and applications.
- Install and configure cabling, security systems, cameras, and equipment racks.
- Ensure compliance with company policies and procedures related to technology usage.
- Continuously update knowledge and skills related to new technologies and solutions.
- Ensuring the integrity of systems, security and data are protected from unauthorized access or damage.
- Collaborating with other IT team members to maintain and improve network and system infrastructure.
- Researching and recommending new IT practices or solutions for the organization
- Assisting in drafting or reviewing IT policies and procedures
- Performing regular reviews and monitoring/reporting on system performance, usage and configuration.
- Other duties as required. In extenuating situations or in the event of an emergency, may be redeployed to ensure provision of essential services.

QUALIFICATIONS:

- Diploma in in computer administration, information technology or related field preferred;
- 2+ years of experience in technical support or helpdesk roles preferred;

- Strong knowledge of Windows, Microsoft Office Suite, and remote desktop software;
- Experience with iOS and mobile device management;
- Ability to work independently and as part of a team;
- Experience with networking, Active Directory, Microsoft 365, and VoIP services;
- Experience with process automation, scripting (PowerShell) and configuration management;
- Experience with Virtualization technologies (Azure, AVD, Hyper-V);
- Excellent interpersonal and problem-solving skills; demonstrated ability to communicate effectively;
- Deep understanding and experience of Indigenous culture, values, and perspectives and relevance in a workplace; ability to speak and understand Anishinaabemowin a definite asset;
- experience working in an Indigenous organization; understanding and/or willingness to learn of Indigenous culture and values;
- proof of immunization in compliance with policy requirements is mandatory;
- valid drivers' license, own vehicle and willingness and ability to travel required;
- criminal records check and current drivers' abstract required;
- commitment to ongoing training and professional development relevant to job requirements; and
- positive attitude and capacity to act as a healthy lifestyle role model.

Salary: $70,429 – $85,265 with excellent benefits, including HOOPP pension plan. Salary is based on education and experience.

APPLICATION DEADLINE: Wednesday, December 2, 2026

Please apply via our careers page at: https://www.wnhac.org

IT Technician
Email: hrteam@wnhac.org
Website: WNHAC.org
Fax: (807) 467-8341
Phone: (888) MYWNHAC

We thank all applicants for their interest in this position; however, please note only those selected for an interview will be contacted. As an Indigenous employer we encourage First Nations, Inuit, and Metis applicants to apply.