

NEC Native Education College is the largest private Indigenous College in BC, working with First Nations and Indigenous organizations to deliver programs in locations throughout British Columbia. We strive to combine academic excellence with a strong commitment to First Nations community-based education and the best practices of adult education.

Position Summary:

The IT Specialist ensures the computer and network infrastructure are working optimally by trouble shooting, making repairs, and building new network pathways. They also provide technical assistance to staff and students with hardware and software issues. provide technical assistance to staff and students and student online learning platform is functioning within operational parameters. This may include keeping logs and schedules. The IT Specialist will report to the Director of IT.

Main Responsibilities:

- Troubleshoot hardware and network issues.
- Troubleshoot student and staff computers and devices and update procedures as required.
- Provide orientation and training for all new students and monitor accessibility.
- Provide support for student email setup and online learning.
- Responding to queries on the phone, via email, in person, or through remote access (Teamviewer, MS Teams).
- Offering technical assistance on the delivery, configuration, set up, maintenance, and troubleshooting of computer, network, printing, IP phone and software.
- Understand active directory environment.

Preferred Qualifications:

- 1 – 2 years related work experience and graduation from a recognized technical program or equivalent combination of education, training and experience.
- Experience on Microsoft Office 365 software suits, MS Teams, Moodle, and Zoom.
- An aptitude for learning new technologies.
- Excellent communication and interpersonal skills.
- Ability to support and troubleshooting various types of computers, network, and mobile devices.
- Ability to work effectively both independently/team member and under pressure/deadlines while minimizing downtime.
- Excellent time management (prioritizing requests) and communication (written, verbal) skills.
- Familiarity with Indigenous and/or non-profit organizations.

Terms:

Appointment to this full-time, permanent position will require a formal criminal record check, the details of which may preclude finalizing an offer of employment. We invite members of equity seeking groups to apply, although Indigenous ancestry is preferred.

Closing Date:	Until filled
Start / End Date:	ASAP
Hours:	Full-time (8:30 am – 4:30 pm)
Salary:	\$33.23/hour

Application Details:

Please submit your resume, contact information for three references from related work experience and a cover letter outlining your interest and detailing how you meet the above qualifications. This position is open to male and female applicants. Only short-listed applicants will be contacted. Address your application to:

Wallace Ma, Director of IT
NEC Native Education College

285 East 5th Avenue
Vancouver, BC V5T 1H2

E-mail: [hiring@necvancouver.org](mailto: hiring@necvancouver.org)

www.necvancouver.org