Job Opportunity

Sichuun – IT Technician

Sichuun is a fibre and LTE-based Internet service provider, looking for people who want to show off their brilliance, creativity and innovation. Sichuun operates a FTTH network connecting all homes and businesses in the Kawawachikamach-Matimekush-Schefferville Region, and a fibre optic backhaul link to connect the previously satellite dependent Region to Internet in the south. Sichuun offers better Internet services than what is widely available in most of Canada, along with VoIP telephone, an IPTV service, and LTE mobility services to fill out a quadruple-play offering. Sichuun is constantly looking to develop new services and add value to local organizations, for example in security, monitoring, inventory and asset management, point-of-sale, etc. As the 'IT Branch' of many local band offices, institutions, and businesses, Sichuun will see a plethora of opportunity to expand and grow services.

Sichuun's guiding principles include:

- Local resources and businesses where possible – engage community, develop skills, create employment
- High quality products and services – critical for successful implementation, minimize costly troubleshooting and repairs
- Appropriate selection of services – full suite of options & uncompromised performance at affordable prices

Application Details

Personnel Required: 1 person – Naskapi & Innu are encouraged to apply

Application Deadline: 11 February, 2022

Start Date: To be determined

Applications are to be submitted via Sichuun's website only: https://jobs.sichuun.com

Selection will be done by Sichuun's executive team.

Location: Sichuun's Operations Center, 96 rue Atlantic, Schefferville

Wage: Commensurate with skills and experience. Training may be available to supplement existing skills.

Qualifications

Education and Certification

- Secondary school diploma with relevant experience
- Preferred post-secondary degree or certificate in a relevant field

Experience

- Must have at least two of:
    - Experience in implementing, maintaining, supporting and troubleshooting local and wide area networks and networking equipment
    - Experience in installing, maintaining, and supporting network-based communications services
    - Experience in implementing, maintaining, and/or operating NOC systems
    - Experience in installing, maintaining, and supporting computer hardware, software and physical infrastructure
- Some experience or familiarity with:
    - Terminologies such as, VLAN / WAN / LAN, access ports, switch port v/s routed port, understanding layers 1-2-3-4 of the OSI model, Wifi, firewalls, and VPN
    - Windows 8 and 10, and Microsoft Office (Word, Excel, Powerpoint, Outlook), OneNote
    - Windows server 2016
    - Apple devices and O/S
    - Cabling methods and best practices (CAT 6 cabling with RJ45 connectors)
    - Linux systems
    - IP cameras, IP phones (VoIP)
- Preferred experience in customer service
- Preferred experience working in a remote and/or First Nation community

Knowledge and Abilities

- Cultural awareness and sensitivity
- Strong judgment and problem-solving skills
- Strong time management and organizational skills
- Ability to coordinate multiple tasks
- Knowledge of computers & networking
- Knowledge of current and emerging telecommunications technology
- Ability to self-motivate and self-regulate

Languages

- Fluent communication skills in English, both oral and written
- Preferred communication skills in French, both oral and written
- Preferred communication skills in Naskapi and/or Innu

The above should not be construed to imply that these requirements are the exclusive standards of the position, including cross-training requirements.

In the event that two equally qualified candidates are identified, preference will be given to the candidate who is indigenous, bilingual, and from the Region.

Summary of Role

Reporting to the CTO, the IT Technician supports Sichuun's clients' internal networks and computer systems, as well as Sichuun's internal networks and computer systems.

Principle Duties & Responsibilities

IT Support

- Support setting up, configuring, and/or administration of clients' computer systems, networks (wired and wireless), and/or services
- Support the maintenance and repairing of clients' computer systems and/or networks (wired and wireless)
- Troubleshoot computer, networking and/or services issues
- Support the NOC Tech as required

Documentation

- Responsible for documenting all additions, changes, and removals of equipment from client
- Responsible for documenting all service additions, changes, and removals
- Responsible for maintaining a vehicle log for any service vehicles used
- May be required to use multiple ticketing and/or documentation systems, including those operated or required by Sichuun clients

Position holders are expected to follow any other instructions and perform any other duties, as may be required by their supervisor.