

# Gitxaala Nation

## Job Description



Gitxaala Nation		Last update of this job description: May 2025	
Position Title: IT Technician			
Department: Administration	Number of Direct Reports: 0	Director Title: Chief Administrative Officer	
<p><b>Position Overview:</b></p> <p>The IT Technician at Gitxaala reports to the Chief Administrative Officer and is responsible for developing, maintaining and overseeing the effective and efficient delivery of IT infrastructure, programs and services. The IT Technician is responsible for developing and tracking the Nation's IT equipment and systems.</p> <p>The IT Technician liaises with third party suppliers as needed and ensures existing processes, IT strategies and risks are continuously assessed and monitored. The Technician will also lead and coordinate the Nation’s IT technical activities to implement and manage security infrastructure and to provide regular reports.</p> <p>General duties include:</p> <p><b><i>Strategic and Operational Planning</i></b></p> <ul style="list-style-type: none"><li>• Develop operational plans with direction from Chief Administrative Officer and assist to establish key performance indicators to monitor plans.</li><li>• Assist to identify and assess risks and develop mitigation tactics to address the risks.</li><li>• Remain aware of ongoing research and developments on IT security and tools for the Nation.</li><li>• Provide recommendations on how to improve IT operations and security.</li><li>• Develop and maintain an IT manual for the Nation.</li></ul> <p><b><i>Financial Management</i></b></p> <ul style="list-style-type: none"><li>• Research and provide forecasts for budget preparation.</li></ul> <p><b><i>Operations</i></b></p> <ul style="list-style-type: none"><li>• Responsible for developing and tracking the Nation’s IT equipment and systems</li><li>• Conduct needs assessments and evaluations to inform performance of programs and services.</li><li>• Plan for and manage operations of programs and services in IT including special projects and report internally, including on work plan management.</li><li>• Set up and maintain data management systems.</li><li>• Set up and maintain websites.</li></ul>			

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- Provide information management services including cybersecurity and incidence response, equipment setup and help desk services as required.
- Support planning for and holding of meetings and events (e.g. set up technology and audiovisual equipment).
- Coordinate purchases and inventory management including gathering quotes, requisitions and ordering of materials or supplies for the IT department.
- Provide expert and technical advice related to IT.
- Develop and follow maintenance plans and schedules.
- Perform and / or coordinate maintenance on all equipment.
- Develop and / or update policies, procedures, standards and instructional materials.
- Process data entry and forms including timesheets.

### ***Relationship Building and Teamwork***

- Set and provide direction on priorities and responsibilities for staff, contractors, volunteers, etc. while fostering independent work ethics.
- Manage conflict and maintain composure and perspective in difficult or unpredictable situations.
- Model and enforce the policies and procedures of the Nation.
- Represent the Nation and its interest to stakeholders through professional appearance and courteous behaviour.
- Conduct performance management tasks including performance evaluations, progressive discipline, coaching, training and setting attainable goals and oversee performance management tasks for all staff.

### ***Client Service and Engagement***

- Handle inquiries and requests for information in a respectful, professional and client-centric manner.
- Demonstrate and maintain a community-focused approach in program and service design and delivery as well as standards and procedures.
- Help to develop public engagement and communication materials including publications, newsletters, articles, presentations.

Perform other duties and responsibilities as necessary in the performance of the position and as assigned by the Chief Administrative Officer.

# Gitxaala Nation

## Job Description



### Knowledge, Skills and Abilities:

- Ability to provide training to staff on software, phones, and other relevant IT equipment.
- Prepare various materials and reports using MS Office products (Word, Excel, PowerPoint, Outlook, Teams) and possess a working knowledge of software used throughout the Nation's departments.
- Knowledge of IT security set up and controls (e.g. cybersecurity; strong password usage; cyber incident response).
- Knowledge of IT infrastructure set up and maintenance.
- Knowledge of audio and visual recording equipment.
- Knowledge of server maintenance and backing up data and files.
- Maintain knowledge of industry-specific legislation, best practices, policies, and procedures
- Maintain knowledge of current human resource best practice, policy and procedures
- Understand and comply with privacy legislation.
- Understand Gitxaala Nation's culture, language and values including the Sm'algyax culture.

### Experience and Education Requirements:

- Minimum grade 12 diploma.
- Formal information technology certification or diploma, of which the following are preferred:
  - I. Information Technology Certifications (A+)
  - II. Information Technology Certifications (Network+)
  - III. Information Technology Certifications (MCSE)
- Leadership certifications and training are considered an asset.

### Environmental Conditions:

#### Physical Effort:

- This position requires prolonged sitting and working at a computer as well as travelling between locations to assist with IT needs.

#### Physical Environment:

- Duties for this position are typically performed indoors in office environments including server rooms. This position may also require climbing, crawling, or crouching to access cable lines for IT equipment. This position may be required to work outdoors occasionally in all types of weather.

#### Sensory and Mental Attention:

- This position requires attention to detail which may include concentration to analyze and verify data or facts. At times this position also has to handle difficult and demanding personal interactions or stress related to IT needs or events.

# Gitxaala Nation

## Job Description



### Other Requirements:

- Professional appearance.
- Follow all Gitxaala Nation Policies and Procedures and display a commitment to the values and culture of the Gitxaala Nation.
- Ability to successfully and periodically undergo an appropriate criminal records review or police record check is required.

### Employee's Statement

I have been given the opportunity to read and comment on the content of this work description.

Name of Employee

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

### Director Statement

This job description accurately describes the responsibilities assigned to this position.

Name of Director

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date