



SPECIALIZED COMPUTER TECHNICIAN (2124)

(2 positions)

Helpdesk & Technical Support

PERMANENT FULL-TIME

DEPARTMENT:	Computer Services (734105)
WORK LOCATION:	Chisasibi
UNION:	CSN
STATUS:	1 Permanent Full-Time
HOURLY SALARY:	Min. (1) \$24.05 - Max (12) \$34.97

SUMMARY OF THE POSITION

Person who ensures the configuration of software and hardware, as well as the optimization and security of computer systems, technological infrastructure and telecommunications networks.

She/he sees to the implementation, proper functioning and upgrading of complex technological components at the local, regional or provincial level.

She/he acts as an expert in her/his field of specialization and provides support to computer technicians in solving problems that have a high degree of complexity or specialization.

She/he may be called upon to design plans from the implementation of technological projects and to co-ordinate the work of a team of computer technicians.

REQUIREMENTS

Education:

- Diploma of college studies with a specialization in Computer Science from a school recognized by the ministère de l'Éducation, du Loisir et du Sport, or a relevant attestation of studies recognized as equivalent by competent authorities;
- She/he may have a certificate of specialization delivered by a competent authority, and that is recognized in the field of information technology.

Experience:

- Two (2) years of relevant professional experience.
- Experience in a call center is an asset.



Responsibilities:

- Serve as the first point of contact for employees seeking technical assistance over the phone;
- Manage the processing of incoming calls to the helpdesk to ensure courteous, timely and effective resolution of end-user issues;
- The first response to all support requests through all channels: phone, portal, email requests;
- Perform initial triage and troubleshooting of all tickets across all knowledge domains;
- Resolve all tickets within scope through the use of experience, knowledgebase, or team collaboration;
- Escalate or assign tickets to the appropriate resource with complete documentation of all actions and steps taken in any attempt to resolve;
- Develop and enforce request handling and escalation policies and procedures;
- Track and analyze workload in Help Desk requests;
- Assess the need for any system reconfigurations (minor or significant) based on changing demands and make recommendations;
- Contribute to escalated problem resolution by giving in-person, hands-on support to end users when necessary;
- Monitor incidents and anticipate potential problems for proactive resolution;
- Provide basic “how-to” training to end-users;
- Manage deployment and recovery of IT equipment;
- Maintain a record of knowledge/solutions within a structured knowledge base;
- Validate employee compliance to policy and procedures during all tasks, taking action, reporting, or escalating as necessary;
- Contribute to the development of internal procedures, processes and documentation;

Qualifications

- Strong verbal communication skills and excellent listening skills.;
- Ability to analyze problems and conduct effective fault diagnosis and system recovery;
- Ability to communicate technical information to a non-technical audience and influence diverse stakeholder groups;
- Able to establish priorities, manage own workload and work under pressure;
- Knowledge of Cree culture, health and social services in Eeyou Istchee is an asset;
- Knowledge of the health network is considered an asset.

Advantages:

- Isolation premium: \$8,454/year or \$13261.04/year with dependents (spouse, children)
- Retention premium : \$95.82/week (\$4,900/year - \$9750/year)
- Cargo premium: approximately \$24.08/pay (calculated as a % of salary and number of dependents)
- Furnished housing;
- Arrange and the payment of the moving and storage of furniture
- 3 Sorties (travel) per year with dependents (spouse and/or children) or 4 Sorties (travel) per year without dependents
- 4 weeks vacation after 1 year, 13 statutory vacations and 9.6 sick days
- Good Insurance plan and REGOP pension plan (Government and Public Employees Retirement Plan)
- Employee Assistance Program (EAP)



In addition, technicians and professionals who are currently in the Quebec health and social services network can request a Nordic leave of absence without pay (up to 48 months) from their institution to work for the Cree Board of Health and Social Services of James Bay.

LANGUAGE

- Fluent in English;
- Fluency in Cree and/or French is an asset;

POSTING START/END DATE:	2022/01/07 – 2022/02/07
POSITIONS AVAILABLE:	1
HOUSING PROVIDED:	Yes
SHIFT TYPE:	Day
HOURS PER DAY/WEEK:	7 / 35

HOW TO APPLY

To apply, please forward your resume to:

Cree Board of Health & Social Services of James Bay

Tel 514-861-5955 Fax 514-989-7495

Email jobs.reg18@ssss.gouv.qc.ca

With your application, please make sure to specify the Posting # and the Job title on which you wish to apply.

**WE THANK ALL CANDIDATES WHO APPLY, HOWEVER ONLY THOSE SELECTED
FOR AN INTERVIEW WILL BE CONTACTED.**

NOTES

In accordance with various Sections of the James Bay and Northern Quebec Agreement (JBNQA), the organization has the objective of staffing all of its positions with qualified and competent beneficiaries of the JBNQA.