



# Conseil en Éducation des Premières Nations First Nations Education Council

## Employment Opportunity

<b>JOB TITLE:</b>	INTERMEDIARY NETWORK TECHNICIAN
<b>WORKPLACE:</b>	95 rue de l'Ours Wendake, QC G0A 4V0
<b>DURATION:</b>	One year contract (possibility of extension)
<b>SALARY:</b>	From \$40,341 to \$55,210 according to FNEC salary scale
<b>START DATE:</b>	January 20, 2011
<b>HIRING PRIORITY:</b>	<ol style="list-style-type: none"><li>1. FNEC member communities</li><li>2. All Quebec and Labrador First Nations members</li><li>3. General population</li></ol>
<b>WORK DESCRIPTION:</b>	<p>Under the authority of the Technology Director and immediate supervision of the Chief Network Technician, the Intermediary Network Technician is in charge of ensuring the optimal technical operations and functioning of the systems of the FNEC: networks and applications. As a matter of consequence, the Intermediary Network Technician ensures an optimal service quality to users.</p> <p>The incumbent works in close collaboration with the other technicians of the Technology department, FNEC employees and member communities.</p> <p>The incumbent is responsible to provide a broad range of technical support services that address critical needs such as enterprise telecommunication networks, Firewall Security, converged networking comprising of Voice, Data, and Video applications and server systems.</p> <p>The incumbent is the guardian of the security policy and sees to it that it is strictly applied. The incumbent must therefore implement adapted protective measures, monitor activity reports and daily check security alerts for the servers and network systems.</p> <p>The Intermediary Network Technician is responsible to constantly monitor the activities of various networks and promptly intervenes in case of access problems or connection overloads while ensuring that the system and user rules are maintained.</p>
<b>MAIN FUNCTIONS:</b>	<p>The Intermediary Network Technician constantly ensures that users have speedy access to the Information System, the appropriate equipment and the required basic knowledge to use this equipment.</p> <p>The Intermediary Network Technician constantly ensures that users have efficient and effective access to Information System through hardwire or wireless telecommunication services and ensures that access privileges to these systems are maintained and controlled.</p> <p>The incumbent will help in the design, implementation, troubleshooting, analysis, and daily maintenance for all aspects relative to telecommunication services. The Intermediary Network Technician therefore will be required to work and communicate with external contractors in resolving technical issues.</p> <p>The incumbent manages the computing equipment and its use. The Intermediary Network Technician therefore provides authorizations to new users and closes old user accounts. The incumbent ensures the effectiveness of protection systems and regularly saves and archives data.</p> <p>In case of system failure, the incumbent must be able to rapidly identify the source/cause of the problem and promptly make the necessary repairs. Thereafter, the incumbent must analyze the system failure and make the required modifications to the Information System.</p> <p>In the scope of the techno-watch, the Intermediary Network Technician must test new material prior to integrating them within the system.</p> <p>The following is a non-exhaustive list of the Intermediary Network Technician's tasks and duties given in random order of importance and according to needs, applicable in varying degrees:</p> <ul style="list-style-type: none"><li>• Provide technical support and advice to various users from the FNEC or its member communities.</li><li>• Provide support for all hardware, software and network problems reported and document problems and solutions as required for the global enterprise network.</li><li>• Manage, maintain, and update a support issue ticketing system to track all items to resolution abs to identify support trends.</li><li>• Manage FortiGate and Fortianalyzer security systems.</li></ul>



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- Manage, supports, and ensures operating viability of LAN (Local Area Network) and WAN (Wide Area Network) both wired and wireless for all hours of operation, and reports any abnormalities.
- Ensure software, hardware and network installs, re-installs, upgrades, moves, changes and relocations are completed efficiently and as required.
- Fulfill service level agreements, with respect to availability, performance, capacity, and security.
- Security maintenance on system-level router/firewall/switch appliances.
- Follow up with external technical consultants and service providers such as Bell, TELUS, Télébec, etc. to resolve and or improve technical issues.
- Monitor, support and diagnose network hardware.
- Identify opportunities and recommend solutions that will enhance business processes. Review network utilization and performance trends and suggest future requirements to maintain acceptable performance levels and accommodate corporate traffic growth.
- Mentor, train, and develop other technical associates within team. Participate in design and technology reviews, strategy meetings, and brainstorming sessions.
- Collaborate closely with the Chief Network Technician and team members to support any project requiring the incumbent's expertise and assistance.
- Participate in meetings, workshops and educational conferences.
- Keep competencies and knowledge up-to-date and perform any other related task.

### REQUIREMENTS:

- Hold an Attestation of Collegial Studies (ACS) in Information Technology with an option in network management, in addition to recognized trainings in network management and have at least five years of experience.
- The position requires **working knowledge**, as a second language, of one of the two official languages of Canada for purposes of analyzing documents, **orally or in writing** communicating **averagely complex** information (e.g.: taking part in a meeting and expressing a view).
- In-depth knowledge of Telecommunication technologies, relative standards, wireless communications, and evolving trends.
- In-depth knowledge of network protocols such as TCP/IP, Ethernet, etc., and wiring types.
- In-depth knowledge of network technologies (routers, switch, firewall, etc.) and IT infrastructure software notably operating systems, databases, electronic messaging servers, etc.
- In-depth knowledge of security applications.
- Be knowledgeable of Microsoft and Cisco networks, Cisco CallManager and FortiGate programming software.
- Good knowledge of Polycom and Microsoft videoconference systems.
- Be knowledgeable of the First Nations communities in Quebec and the FNEC.

### PERSONAL SKILLS:

- This position requires discretion and confidentiality.
- Autonomous and multi-tasking
- Critical thinking and analytical skills.
- Strong Communication, organization and planning skills.
- Customer service oriented.
- Ability for teamwork.
- Stress-resilient.
- Ability to adapt to an irregular schedule.

### WORK CONDITIONS

This position requires frequent travelling to various locations, for periods exceeding 48 hours, twice a month or more.

Work is done during normal office hours, Monday to Friday. Availability required on evenings and weekends for occasional calls in case of emergency. Accordingly to FNEC policy, overtime is remunerated either by means of payment or compensatory time off, following approval of the immediate supervisor.

### DEADLINE:

The FNEC must have received all applications by **4:00 p.m., December 9, 2011.**

**Please send your application to the FNEC by mail, email or by fax:**

**First Nations Education Council**

**95 rue de l'Ours**

**Wendake, Quebec G0A 4V0**

**Fax: 418-842-9988**

**E-mail: [info@cepn-fnec.com](mailto:info@cepn-fnec.com)**