

Teme Augama Anishinabek
Job Description

Position IT Specialist

Department Administration

Position Reports To Operations Manager

Employment Status Full Time

Hours 35 hours per week

Employment Type Permanent

Position Summary

The IT Specialist is responsible for the overall management, maintenance, security, and operational reliability of Teme Augama Anishinabek's information technology infrastructure and systems. The position provides organization-wide technical leadership and support to ensure the effective operation, protection, and continuous improvement of all hardware, software, communications systems, networks, databases, cloud-based systems, and technology platforms utilized throughout the organization. The IT Specialist supports organizational operations by troubleshooting and resolving complex technical issues, maintaining secure and stable network infrastructure, supporting employees with day-to-day technology needs, and assisting leadership with long-term technology planning and modernization initiatives. The role is also responsible for maintaining system backups, monitoring cybersecurity risks, managing technology assets and vendor relationships, and supporting the implementation of new systems and infrastructure improvements. This position operates in a highly confidential and fast-paced environment requiring strong analytical thinking, technical expertise, sound judgment, organizational awareness, and the ability to manage competing priorities while maintaining stable and secure organizational technology operations.

Primary Responsibilities

IT Infrastructure and Systems Administration – 35%

Maintains, monitors, and supports the organization's IT infrastructure, including servers, workstations, wireless connectivity, network infrastructure, cloud-based systems, communication systems, databases, software platforms, mobile devices, and organizational hardware utilized throughout all departments. Ensures systems remain secure, operational, reliable, and aligned with organizational needs and operational

requirements. Installs, configures, upgrades, repairs, tests, and maintains computer hardware, operating systems, printers, scanners, peripherals, mobile devices, communication equipment, and software applications while ensuring minimal operational disruption and consistent system functionality. Troubleshoots and resolves complex technical issues related to hardware failures, connectivity interruptions, system access, database issues, software performance, network functionality, cybersecurity concerns, and communication systems. Applies strong analytical and technical problem-solving skills to identify root causes and implement effective corrective actions.

Maintains organizational server infrastructure and oversees backup, recovery, and continuity procedures to ensure the protection, accessibility, and integrity of organizational information and digital systems. Monitors system performance, storage requirements, access controls, and network reliability while proactively identifying operational risks and opportunities for system improvement. Researches, evaluates, and recommends technology upgrades, software solutions, infrastructure improvements, communication tools, and emerging technologies that support operational efficiency, cybersecurity, service delivery, and long-term organizational sustainability.

Organizational Technology Support and Service Delivery – 25%

Provides technical support and assistance to employees regarding organizational hardware, software, systems access, virtual meeting platforms, communication systems, printers, mobile devices, databases, and network functionality. Responds to technical support requests in a timely and professional manner while balancing operational priorities and organizational service requirements. Supports departments with the implementation, maintenance, and effective use of organizational systems and applications while assisting employees in resolving technology-related issues and improving day-to-day operational efficiency. Develops instructional materials, training supports, and user guidance related to technology usage, troubleshooting, cybersecurity awareness, system functionality, and safe information management practices. Provides one-on-one and group support to employees to improve understanding and effective use of organizational technology systems. Collaborates with leadership and departmental employees to identify operational technology needs, communication challenges, service gaps, and opportunities to improve systems, workflows, and organizational efficiency through technology solutions. Maintains a strong service-oriented approach while supporting organizational continuity, responding to urgent technical issues, and ensuring stable access to systems and communication platforms across all operational areas.

Information Security, Asset Management, and Compliance – 20%

Supports the protection and integrity of organizational systems, records, and digital infrastructure through ongoing monitoring, maintenance, updates, security controls, and backup procedures. Assists with identifying cybersecurity risks, system vulnerabilities, unauthorized access concerns, and operational threats affecting organizational technology infrastructure. Develops, maintains, and monitors inventories related to organizational technology assets, hardware, software licensing, subscriptions, warranties, equipment assignments, and technology replacement planning. Tracks software compliance and maintains accurate organizational records related to technology systems and infrastructure. Maintains detailed technical documentation related to system configurations, operational procedures, infrastructure layouts, maintenance activities, warranties, recovery procedures, inventories, vendor agreements, and support activities to support operational continuity and organizational accountability. Assists with the development, implementation, review, and maintenance of organizational IT policies, procedures, standards, and protocols related to acceptable technology use, information security, system access, equipment management, operational continuity, and cybersecurity practices. Maintains confidentiality and ensures the secure handling, storage, and protection of sensitive organizational information, employee records, and digital data in accordance with organizational expectations and applicable legislation.

Strategic Planning, Projects, and Vendor Coordination – 15%

Supports organizational technology planning initiatives and assists leadership with identifying infrastructure priorities, modernization needs, operational risks, storage and bandwidth requirements, communication system improvements, cybersecurity initiatives, and future technology requirements. Participates in the planning, coordination, and implementation of organizational technology projects, system upgrades, equipment installations, infrastructure improvements, and operational enhancement initiatives. Assists with project coordination, implementation scheduling, testing, troubleshooting, and operational transition activities. Coordinates with external vendors, telecommunications providers, software providers, consultants, internet service providers, and technical contractors regarding equipment procurement, installations, maintenance, support services, warranties, licensing, and contracted technology services. Monitors service delivery expectations and assists with resolving vendor-related operational concerns. Prepares reports, inventories, system performance information, operational statistics, and technical updates for management as requested. Assists leadership with identifying recurring issues, service trends, operational risks, and opportunities to improve organizational technology operations and efficiency.

Other Duties – 5%

Performs other related duties and responsibilities associated with the position as assigned in support of organizational operations, service delivery, emergency response requirements, and evolving technology and infrastructure needs.

Qualifications**Education & Experience**

Post-secondary education in Computer Science, Information Technology, Network Administration, Systems Administration, Cybersecurity, or a related field is required. Minimum of four (4) to five (5) years of experience supporting complex organizational IT environments, cloud-based systems, server infrastructure, network administration, cybersecurity practices, communication systems, and enterprise software applications is preferred. Experience working within Indigenous organizations, public sector environments, or multi-department operational settings is considered an asset.

Certifications, Licences, and Requirements

Satisfactory Criminal Record Check. Ability and willingness to travel as required. A valid Class “G” Ontario Driver’s Licence. Must be able to maintain confidentiality and manage sensitive organizational information with professionalism, discretion, and sound judgment. Must be available to work occasional evenings, weekends, or outside regular business hours in response to operational requirements, system maintenance, emergencies, or infrastructure upgrades.

Work Environment

Work is performed in office and operational environments and requires frequent use of computers, communication systems, technical equipment, servers, and mobile technology. The position may require travel between organizational locations, installation and movement of computer equipment, responding to urgent operational issues, and occasional after-hours support related to system maintenance, upgrades, outages, or emergencies.

Health and Safety Statement

Teme Augama Anishinabek is committed to providing and maintaining a safe and healthy work environment for all employees, members, and visitors. All employees are expected to work in compliance with applicable occupational health and safety legislation and adhere to organizational policies, procedures, and safe work practices. Employees must report

hazards, follow safe work guidelines, and actively participate in maintaining a culture of safety in all aspects of their duties.

Employee Signature _____ **Date** _____

Supervisor Signature _____ **Date** _____