



# MOHAWKS OF THE BAY OF QUINTE

## KENHTEKE KANYEN'KEHÁ:KA

HUMAN RESOURCES, ADMINISTRATION OFFICE  
24 Meadow Drive, Tyendinaga Mohawk Territory, ON K0K 1X0  
Phone 613-396-3424 Fax 613-396-3627  
Website: [www.mbq-tmt.org](http://www.mbq-tmt.org)

## EMPLOYMENT OPPORTUNITY

**Position Title:** Desktop Technician (Development Position)

**Posting Type:** Internal

**Program:** IT Department

**Location:** Tyendinaga Mohawk Territory, ON

**Position Type:** Full Time

**Duration:** Permanent Position

**Posting Closes/Deadline:** May 5, 2024, at 11:59 p.m.

**Tentative Interview Dates:** TBD

**Salary Range:** Pay Grade Level C (55,265.60 - \$59,467.20)

### About Us:

Mohawks of the Bay of Quinte (MBQ) is a vibrant First Nation community located on the beautiful shores of the Bay of Quinte. We are located approximately 20 minutes from Belleville, ON and centrally located between Toronto and Ottawa. There are approximately 11,000 registered members with approximately 2200 residing in Tyendinaga. MBQ is an employer that prides itself on diversity and fairness, providing a progressive working environment that fosters culture, positivity, and growth.

### Position Summary:

The Desktop Technician's main duty is to provide a single point of contact for end-users with IT related issues/questions. This is a development position, under the guidance of the Information Technology Manager, the Desktop Technician carries out day to day activities to support the continued operation of the organization's PC desktop environment. The Desktop Technician will train and work with a team of other desktop technicians to provide technical support in person, via phone, email, and virtual settings but is comfortable working alone when required. The Desktop Technician is a well-rounded individual with basic knowledge in troubleshooting/setup/repair of PC hardware, network equipment, computer peripherals, and software applications. Along with these duties, the Desktop Technician is also responsible to assist with supporting the organizations cell phones / tablets including troubleshooting problems and ordering upgrades / replacements. Due to the nature of the position, the Desktop Technician has and/or will develop excellent communication skills which are needed to properly communicate issues, troubleshooting steps and resolutions to end users. The Desktop Technician will need to be in constant contact with the Information Technology Manager and the rest of the team to ensure that any potential problems are identified and corrected before they become an issue. Training courses, as well as on the job training, will be an ongoing component for the success of this position.

### Reporting:

This position will report to the IT Manager. This position has no direct reports.

### Summary of Main Responsibilities:

- ☞ Setup new computers and refresh older computers according to organizations best practices
- ☞ Troubleshoot and repair failing equipment/software
- ☞ Providing in-house training on new software or computer processes

- ☞ Providing technical support for organizational websites/software
- ☞ Providing technical assistance for mobile devices
- ☞ Conducting research on, and making recommendations for hardware products in support of procurement and development efforts
- ☞ Assisting to establish, review and implement policies and procedures
- ☞ Complete all requested training w
- ☞ Adhering to all MBQ policies, including Health and Safety polices and Canada Labour Code Part II

### **Requirements:**

- ☞ Post-Secondary enrollment in computer related field preferred
- ☞ A+ certification (or willingness to obtain)
- ☞ Minimum one years' relevant experience as asset
- ☞ A combination of Education, Experience and Training may be considered
- ☞ Must provide a clear CPIC (documentation will be required if successful applicant)
- ☞ First Aid and CPR an asset (and must be willing to take the training if hired)
- ☞ Valid Driver's License and vehicle

### **Knowledge, Skills, and Abilities:**

- ☞ Knowledge of applicable IT laws and regulations
- ☞ Knowledge of networking, operating system, and server architectures, including Windows Server 2016
- ☞ Proficiency dealing with issues in a Windows 10 desktop environment.
- ☞ Basic / intermediate knowledge of web technologies (Databases/WordPress/HTML/PHP)
- ☞ Ability to work as an individual and as part of a team
- ☞ Well developed interpersonal, public relations and relationship building skills
- ☞ Excellent organizational, time and file management skills
- ☞ Ability to explain technical concepts and theories to non-technical audiences
- ☞ Ability to train and relay training in real life application

### **Behavioural Competencies:**

- ☞ Must maintain strict confidentiality
- ☞ Be honest, respectful and trustworthy
- ☞ Be creative and flexible
- ☞ Demonstrate sound work ethic
- ☞ Demonstrate keen attention to detail

### **Application Process:**

If you are interested in this opportunity and possess the above list of qualities and requirements, please forward your resume and cover letter via mail, email, fax or in person to:

By Mail: Mohawks of the Bay of Quinte                      By Fax: 613-396-3627  
 24 Meadow Drive  
 Deseronto, ON K0K 1X0                                      By Email: careers@mbq-tmt.org  
 ATTN: Careers

- *To find Internal Postings are for members of MBQ or active employees only*
- *The tentative interview date(s) are subject to change and are posted for planning purposes only*
- *Salary posted is based on an annual rate, for a 40 hour per week position, 52 weeks per year, actual will be prorated based on position*
- *MBQ is grateful for all who show interest in joining our team and take the time to apply, however, only those chosen for an interview will be contacted*
- *Late applications will not be considered*
- *MBQ is an equal opportunity employer, as well, MBQ references Canada's Aboriginal Employment Preferences Policy*
- *MBQ is currently conducting interviews via Microsoft Teams and follows all Community Health guidelines as they relate to COVID-19*

For more information or a detailed job description, please contact Human Resources at (telephone) 613-396-3424, or (email) [careers@mbq-tmt.org](mailto:careers@mbq-tmt.org)  
To find out more about Mohawks of the Bay of Quinte, please visit our website at [www.mbq-tmt.org](http://www.mbq-tmt.org)

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