

NTI JOB DESCRIPTION

1. IDENTIFICATION

Salary Range	Job Title	Supervisor's Position	Finance Code
	Information Systems Support Officer	Director	
Department	Division/Region	Community	Location
Communications	Qikiqtaaluk	Iqaluit	Nunavut

2. PURPOSE OF THE POSITION

- To provide Level II technical support to end-users.
- To receive and document incidents and requests for informatics services.
- To assemble, configure, install, upgrade and maintain client computer workstations.

3. TERM

- This is an indeterminate position.
- The Information Systems Support Officer is an employee of NTI and is subject to NTI's human resource policies.

4. SCOPE

The Information Systems Support Officer:

Under the guidance of the designated network manager the Information Systems Support Officer:

- Creates and administers user logins.
- Tracks and documents service incidents and provides status reports.
- Carries out routine maintenance and repairs on client workstations.
- Build workstations and provide desktop maintenance and repairs.
- Assists in the implementation of NTI's computer and network usage policy.
- Assists in maintaining NTI's electronic presence.
- Performs other duties as appropriate.

5. RESPONSIBILITIES

The Information Systems Support Officer shall support NTI through the following activities:

- Monitor NTI servers, server applications and telephone systems to ensure operations of the IT infrastructure is at maximum reliability.
- Assisting in troubleshooting problems and system malfunctions.
- Maintaining a complete inventory of computer and information systems equipment in use.
- Provide helpdesk support and troubleshooting services.
- Advising NTI employees about hardware and software options to increase efficiency and effectiveness.
- Maintaining and tracking electronic registrations and certifications as required.

6. KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

The following knowledge, skills and abilities are required:

- Typical qualifications include previous experience in a networked environment, with Microsoft Windows Server, Microsoft Exchange Server, and other back end products.
- Experience working with client software, which includes Windows operating systems, Microsoft Office products, Symantec Anti-Virus.
- Ability to add, remove, or upgrade computer components and hardware.
- Ability to provide professional and courteous correspondence with clients and vendors.
- Ability to meet demanding deadlines while managing multiple priorities under high levels of stress and pressure.

7. WORKING CONDITIONS

<p><u>Physical Demands</u></p> <ul style="list-style-type: none"> • Occasional lifting of boxes and equipment. • Some work in confined and awkward spaces.
<p><u>Environmental Demands</u></p> <ul style="list-style-type: none"> • None.
<p><u>Sensory Demands</u></p> <ul style="list-style-type: none"> • Long-term computer use may cause back and wrist pain.
<p><u>Mental Demands</u></p> <ul style="list-style-type: none"> • Long-term computer use. • Deadlines, required network downtime and emergencies will cause overtime. • Competing and changing priorities may be very demanding.

8. TRAINING

<ul style="list-style-type: none"> • A program of professional development will be developed for this position.
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9. CERTIFICATION

_____	_____
Employee Signature	Joe Adla Kunuk, CEO
_____	_____
Employee Name (Print)	Danny Autut, Human Resources Manager
_____	_____
Date	Date
<p>I certify that I have read and understand the responsibilities assigned to this position, and I certify that this is an accurate description of the responsibilities assigned to this position.</p>	