

IT & Facilities Assistant National Aboriginal Capital Corporations Association (NACCA)

NACCA is seeking a qualified, highly motivated individual to fill the role of IT & Facilities Assistant

About NACCA

NACCA, the National Aboriginal Capital Corporations Association, is a network of over 50 Aboriginal Financial Institutions (AFIs) dedicated to stimulating economic growth for all Indigenous people in Canada. NACCA's goal is to provide opportunities for Indigenous entrepreneurs and increase prosperity for Indigenous people in Canada.

NACCA advocates for Indigenous economic development by focusing on the following: representing the unified voice of AFIs; publishing national and regional results of AFI work; fostering partnerships and building capacity; and delivering programs, products, and services to AFIs.

The Position

Reporting to the IM/IT & Facilities Manager, the IT & Facilities Assistant will provide first line technical support to users experiencing difficulties with computer hardware and software. The IT & Facilities Assistant will also assist with NACCA's facility operations.

Key Responsibilities

IT Support:

- Support essential IT operations, including operating systems, security tools, applications, servers, email systems, laptops, desktops, software, and hardware
- Provide advice and guidance to users in response to identified difficulties
- Consult all available resources to research and implement solutions
- Install, configure, and upgrade IT devices including desktops, laptops, tablets, cell phones, servers, etc.
- Repairing and replacing IT equipment as necessary
- Testing new technology
- Responsible for maintaining inventory and tracking of all devices, products, software subscriptions, etc.

Facilities Support:

- Support the company's facility operations and support office moves
- Coordinate facility system maintenance, performance, and repairs (HVAC, Security Systems, Waste and Recycling, etc.)

- Ensure compliance with all safety, building, and security protocols/guidelines.

Knowledge, Experience and Skills

- Post-secondary education in IT, or equivalent work experience commensurate with the responsibilities of the position
- 2 years of experience in IT
- Experience in facility maintenance is an asset (handyperson-type skills)
- Experience in Microsoft Office, 365, Exchange, SharePoint, OneDrive, etc.
- Strong interpersonal and communications skills
- French is an asset

Persons of Indigenous ancestry will be given preference (s. 16(1) CHRA)

This is a full-time position located in Ottawa.

Salary & Benefits

An attractive compensation package with excellent benefits including a defined benefits pension plan

NACCA is committed to an inclusive and barrier-free work environment. Workplace accommodations are available. If contacted regarding this opportunity, please advise the Human Resources representative of the accommodation measures which must be taken to enable you to be assessed in a fair and equitable manner. Thank you to all applicants; however, only persons whose applications have been selected will be contacted.

Please send resume and cover letter to HR@nacca.ca