



Lax Kw'alaams Band

JOB Posting

IT Support

Date Reclassified: May 5, 2025
Business Unit: Administration
Location: Lax Kw'alaams, British Columbia
Reporting to: CFO

The Lax Kw'alaams Band has an exciting and immediate opening for a full-time IT Support position. As a key member of the team, this role is responsible for providing IT support to staff, elected officials and contractors. This position is expected to demonstrate strong technological aptitude, and work productively with minimal supervision. The position requires someone who is a self-directed individual with the ability to thrive in a changing environment and that has a desire to help people solve their technology problems. Good communication and some leadership skills are essential in this role. Further, the incumbent will support operations and strategic activities by providing effective and efficient technological support to the Lax Kw'alaams community.

Responsibilities:

General

- Oversee the organization's hardware, software, and network systems; implement electronic provisions, instalments, upgrades and configurations including, cloud-based services, computers, printers, desk phones, surveillance cameras and other electronics; ensure that all components are up-to-date, secure, and functioning correctly; ensure effective and reliable backups are being performed
- Work with managers/directors to plan, execute, and monitor IT-related projects; develop protocols for the use of IT across departments and their projects; collaborate with external vendors and service providers to procure IT equipment and services; participate in hardware and software evaluations/reviews and recommend purchases
- Maintain inventory and clear documentation of all band technological equipment, installed software, hardware, software licensing and follow proper procedures for the disposal of electronic assets; keep comprehensive records of IT systems, processes, and procedures.
- Implementing and maintaining cybersecurity measures to protect the organization's data and IT assets. This includes monitoring for security breaches, conducting regular security audits, and ensuring compliance with relevant regulations and standards.
- Be the primary point of contact when it comes to providing technical support to employees, resolving issues related to hardware, software, network connectivity, and other IT systems; troubleshooting problems and providing guidance on IT policies and procedures; help offer solutions either in person, via telephone and/or email; provide user training and orientation on hardware, software and cloud-based services
- Responsible for IT staff onboarding and outboard
- Performs other related duties as assigned

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QUALIFICATIONS:

Education

- Diploma in Computer Systems
- Possession of a valid BC driver's license.
- Provide a current Criminal Record Check

Experience

- Two years related experience

Competency

- Excellent hardware and software skills
- Excellent Microsoft Office 365 skills
- Excellent time management skills
- Excellent analysis, troubleshooting and problem-solving skills
- Excellent understanding of Information technology tools and concepts
- Excellent interpersonal and communication skills working with technical and nontechnical personnel at various levels in the organization
- Excellent organizational and coordination abilities with close attention to detail
- Ability to influence and use judgment in decision-making
- Ability to work independently
- Knowledge of the Lax Kw'alaams community is an asset

Classification/Pay Scale

- You can expect a supportive work environment, a total compensation package which includes a competitive wage, extended health and dental benefits and a pension plan.

Submission Deadline:

- Open until filled
- We invite all interested parties to reply in the strictest confidence to Human Resources: hr_mgr@laxband.com