



Employment Opportunity

TIFIS Support Technician

Reference # ADM-FIN-TIFISST-0823

PURPOSE: Reporting to the Finance Operations Manager, the TIFIS (Tribes Integrated Financial Information System) Support Technician will assist in implementing new programming developments and provide support to Cowichan Tribes employees who are experiencing problems with TIFIS access/use. This is a full time permanent 1.0 FTE position.

COMPENSATION AND BENEFITS: Cowichan Tribes offers an excellent benefit and pension plan available after successful completion of the probationary period. The position includes paid training, paid vacation and paid sick leave. Depending on experience, the position starts at \$32.13 - \$34.08 per hour (\$58,476.60 - \$62,031.06 annually).

RESPONSIBILITIES:

- Work closely with the Software Development team to provide support by testing and developing modules, identify issues, and assist in troubleshooting problems
- Develop training programs for new modules
- Provide support to new and existing TIFIS users
- Oversee users access by creating and modifying user accounts to reflect changes/terminations/additions etc.
- Responsible to set up and maintain electronic signatures
- Identify, diagnose, and resolve access/usage issues
- Receive, prioritize, and manage TIFIS helpdesk tickets and requests
- Ensure that TIFIS helpdesk tickets and requests are completed in a timely fashion, and that tickets are appropriately documented and closed once work has been completed
- Monitor, and update TIFIS Version, access and use of TIFIS
- Monitor and test new program updates to ensure the effectiveness on a regular basis
- Work with service providers, support personnel and other external contractors to fulfill various needs within the department
- Establish and maintain good working relationships with staff, managers, and external stakeholders and collaborate with co-workers
- Maintain knowledge of hardware, software and network technology and recommend modifications as necessary
- Recommend, test, and evaluate new programs development of support business functions
- Other related duties as required

EDUCATION AND EXPERIENCE: *(please attach all required documents)*

- Minimum 3 years of experience in helpdesk or computer/desktop support in an enterprise environment
- Diploma graduate from a recognized post-secondary institution with specialization in Information Technology (IT), Information Management (IM) or a related field
- A combination of experience, education/technical certificates may be considered
- Satisfactory Criminal Record Check
- Effective December 1, 2021: full vaccination against COVID-19 is required to be eligible for employment at Cowichan Tribes. All individuals must show Proof of Vaccination as a mandatory condition of their employment.

SKILLS, KNOWLEDGE, AND ABILITIES:

- Current and relevant knowledge of computer and device hardware and software, network administration, security threats, and user directory services
- Customer service oriented and ability to work collaboratively with stakeholders
- Ability to analyze the development needs and the implication of the proposed changes to the system users
- Ability to install and administer computer hardware, software, and networks involving a variety of business and operating systems
- Demonstrated problem solving skills
- Knowledge of desktop configuration, troubleshooting techniques, backup and recovery procedures, security and access control systems, and documentation techniques
- Ability to work with and provide support to a diverse team with a range of user operations experience
- Ability to meet deadlines and manage stress effectively in high-pressure situations
- Understanding of IT principles and an ability to communicate technical concepts effectively to a varied audience
- Ability to maintain the strictest standards of privacy and confidentiality

HOW TO APPLY: Interested applicants are invited to submit a current resume, a detailed cover letter and three references to Human Resources by email before the deadline with the Reference # in the subject line of your email.

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Cowichan Tribes Human Resources Department

Email: resume@cowichantribes.com

Website: <http://www.cowichantribes.com/employment>

Deadline: **Tuesday September 5, 2023 @ 4pm**