



Nakiiwin Azhiaaksen
Employment Opportunity
IST Help Desk Specialist

Reporting directly to the Chief Technology Officer, the IST Help Desk Specialist delivers technical support services to WUT Administration employees. As part of a dynamic, multi-functional team, your primary role will be to assist WUT employees across diverse technology environments, including Microsoft 365, Meraki cloud network, and Azure. A passion for technology and a strong willingness to learn are essential. You will collaborate closely with an experienced team that will guide you in cloud-based operations while benefiting from a structured training program designed to support your success.

RESPONSIBILITIES

- Serve as the first point of contact for users seeking technical assistance over the phone, email or tickets.
- Provide end-user desktop support via remote support tools or in person.
- Perform troubleshooting through diagnostic techniques and pertinent questions.
- Record events and problems and their resolution in support tickets.
- Escalate incidents that cannot be resolved to others on the support team.
- Configure and install hardware and software.
- Support Microsoft 365 environment.
- Deploy and maintain desktops, laptops, tablets, and mobile devices.
- Practice asset management for ICT hardware and software.

REQUIREMENTS

- High School Diploma or equivalent.
- Previous experience working with computers is an asset.
- Good understanding of computer systems, mobile devices, and other tech products.
- Broad experience with Windows environments along with Windows networking experience.
- Knowledge of Microsoft 365.
- Ability to meet deadlines and adjust to changing priorities.
- Proven ability to communicate effectively in a fast-paced environment with good listening skills.
- Overtime may be required. On-call and in-person support for late evening, nights or weekend work as required.
- Ability to speak Anishnaabemowin or a willingness to learn.

Interested applicants, please submit your application with a cover letter, current resume, three work related references, one from the most recent employer, and copies of accreditations to:

Confidential: IST Help Desk Specialist Employment Opportunity
Wiikwemkoong Unceded Territory
19A Complex Drive, P.O. Box 112
Wiikwemkoong, ON P0P 2J0
erc@wiikwemkoong.ca

Posted: April 16, 2025

Closing Date: Until Filled

We thank all those that apply, however only those selected for an interview will be contacted. There will be no return of submissions. Incomplete packages and late submissions will not be considered.

A copy of the detailed job description is available upon request.