



FIRST NATIONS MARKET HOUSING FUND

EMPLOYMENT OPPORTUNITY JUNIOR IT ANALYST

**Full-time, Permanent position
(Hybrid work from the Akwesasne office)**

ABOUT FNMHF

The First Nations Market Housing Fund (the “Fund”) is a registered not-for-profit trust created by the Government of Canada in 2008. The Fund is led by a board of 9 Indigenous trustees from across Canada. The head office is located ‘on-reserve’ in the Mohawk Territory of Akwesasne, with one satellite office located in Ottawa, Ontario.

Our mandate is to help facilitate access to financing for loan-based housing in First Nations communities; and to create the capacity in First Nations communities to support and sustain loan-based housing programs.

The successful candidate will be eligible for flexible work hours, hybrid working options (working in the Akwesasne Office 3 times per week), a competitive salary and benefits package. In addition, Indigenous employees, who meet CRA criteria for working ‘on-reserve’, will have the opportunity to earn tax free income.

POSITION SUMMARY

Reporting to the Manager, Information Security, the Junior IT Analyst administers and understands the entire Information Technology (IT) environment and is able to translate that understanding into documentation to ensure that tacit employee knowledge becomes explicit organizational knowledge. The position is the first contact for all staff who are experiencing technical issues and are expected to be able to solve issues and minimize recurrence.

KEY ACCOUNTABILITIES

Information Technology

- Provide end-user support / troubleshooting for M365 issues, network issues, hardware issues, and other issues.
- Oversee troubleshooting, resolution, root-cause analysis, and documentation of security incidents.
- Review of current system configurations with an eye for security, privacy, and operational improvements.
- Work closely with the Manager, Information Security in developing and implementing the IT Roadmap.
- Ensure documentation for current systems and configurations is up to date.
- Ensure IT environment remains in compliance with Information Security policy.
- Manage relationships with current and future technology partners.
- Incumbent is expected to stay current with emerging trends and technologies.

Team Member

- Work as a team player promoting a positive and professional work environment and conducts role with integrity and respect.

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- Demonstrate culturally and ethically appropriate behavior and comply with the standards of conduct developed for FNMHF.
 - Abide by the policies and procedures of FNMHF.
 - Abide by the Occupational Health and Safety Act, and work in a manner that is safe, reporting incidents immediately to direct supervisor.
 - Perform other duties as assigned in order to meet the overall goals and objectives of FNMHF.
 - Operate within the culture and core values of the organization.
 - Maintain knowledge and expertise in relevant fields.

EDUCATION AND EXPERIENCE

- Post-secondary degree/diploma in IT, Computer Science, or related technical field.
- Three (3) years of experience in similar positions with increasing responsibilities.
- IT-related certifications/designations (e.g., Azure Cloud certification) are considered an asset.
- A combination of education and related experience will also be taken into consideration.

KNOWLEDGE AND SKILLS

- Experience with Microsoft Azure, Intune and SharePoint.
- Experience with Microsoft Windows Server and Microsoft Active Directory.
- Experience and interest in learning, implementing, and administering various cloud solutions to a small but growing team.
- Experience supporting, troubleshooting, and training others with Microsoft Office 365 products, cloud products (Teams, SharePoint, OneDrive), Windows 10/11, Adobe Acrobat, computer hardware and other issues such as VPN.
- Scripting abilities such as PowerShell, Java, Python, etc.
- Excellent communication skills, both written and oral.
- Demonstrated ability to work independently and in a team environment.
- Ability to maintain confidentiality of company information.
- Experience with Microsoft Power Apps, Power Automate, Power BI, Power Pages, and/or Dynamics is an asset.
- Experience configuring and monitoring a SIEM system is an asset.

ORGANIZATIONAL VALUES

All work at FNMHF must be done in line with the organization's values:

LOVE

- We are committed to addressing the needs and interests of First Nations individuals, families, communities, and Nations in safe and sustainable ways.

HUMILITY

- We remain open to new ideas that help us better fulfill our mission and responsibilities.

RESPECT

- We work at the pace of each First Nation, respond to their diversity, and care for the communal nature of the land.

COURAGE

- We are willing to do our part to decolonize, engage in reconciliation, promote the changes necessary to increase loan-based home ownership, and celebrate success.

HONESTY

- We are clear about our focus on loan-based housing, our ability to support other housing needs of Indigenous Peoples, and our willingness to be accountable.

WISDOM

- We know when to listen, learn, advocate, collaborate, and innovate.

TRUTH

- We acknowledge that broad solutions are needed for the housing realities that Indigenous Peoples face on a daily basis and that loan-based housing is only one part of the solution.

APPLICATION INFORMATION

We invite qualified candidates to send their resume and cover letter telling us why you think you would be a great addition to our team at the FNMHF to hr@fnmhf.ca no later than Friday, September 22, 2023.

As preference in hiring may be given to Indigenous candidates, all applicants are encouraged to self-identify. Although English is the working language, please also indicate your level of understanding of French and any Indigenous language.

We thank all applicants for their interest. Please note, only those selected for an interview will be contacted.