



JOB POSTING

FirstVoices Technology Associate (12-month term - Remote)

The First Peoples' Cultural Council is a First Nations-run Crown Corporation mandated to support Indigenous language, arts, heritage and culture revitalization in British Columbia. We are based in Victoria, BC and are seeking a Technology Associate to join our FirstVoices team in supporting the success of revitalization programs in First Nation communities in BC.

Summary

The Technology Associate will join our FirstVoices team in being the first point of contact for general inquiries, questions, bug reports and will provide support to requests on FirstVoices and First Peoples' Map of B.C. systems through the Service Desk and related activities, contributing to the effective programming and community support needed to ensure that the First Peoples' Cultural Council (FPCC) meets its mandate with respect to the revitalization of the First Nations languages of B.C.

RESPONSIBILITIES

Community Support

- First point of contact for general inquiries, questions, bug reports related to FirstVoices and First Peoples' Map of B.C
- Resolves support requests related to the FirstVoices and First Peoples' Map of B.C. systems through the Service Desk, escalating as required
- Ensures timely and high-quality service is provided including following up, resolving, documenting, and forwarding requests as needed
- Participates in the maintenance of the Knowledge Base of common issues, FAQs, and other documentation
- Monitors user touch points and responds to user questions (ticketing system, app reviews, etc.)
- Supports the FirstVoices training and development team - keeping up to date with changes to the system
- Provides some administration and research work related to FirstVoices and First Peoples' Map of B.C.
- Performing other related duties as required

Development, Special Projects and Supplemental Technology

- Assists development team in conceptualizing and planning new features
- Provides data manipulation work on FirstVoices and Maps to ensure language and mapping data is properly structured and captured
- Provides quality assurance (QA) work related to FirstVoices, apps, keyboards, and First Peoples' Map of B.C.



EDUCATION AND TRAINING

- A relevant certificate or diploma focused on a technology related field, linguistics, Indigenous studies, language and culture, education, communications OR;
- An acceptable combination of equivalent education, training or experience in related fields, supplemented by at least two years of related experience
- Relevant experience should include 1+ years providing customer support, coaching, instructing, or helping end users to use and understand computer hardware and software

REQUIREMENTS

- Demonstrated experience providing high-quality, respectful support and guidance to users
- Good organizational skills and attention to detail - things don't get lost, missed or forgotten when you are around!
- Experience researching and troubleshooting software to provide support to users
- A drive to learn and resolve issues - independently or as part of a team
- Experience using a help desk tools such as Jira Service Desk, ZenDesk is a plus
- Knowledge of web technology, including general knowledge of how web pages, browsers, and servers work.
- Demonstrated tact and judgment in interpersonal relationships
- Strong listening and communication skills
- Preference may be given to applicants with experience working with a Content Management System (CMS), e.g. Wordpress or a similar system to FirstVoices
- Preference may be given to applicants with experience working with First Nations communities

WORKING CONDITIONS

- Work is done primarily remotely with the option of work in our WJOLELP office (Brentwood Bay)
- Travel may be required to conferences and communities in B.C.

Submissions from applicants with Indigenous ancestry are strongly encouraged and preference will be given. Only short-listed candidates will be contacted for interview. All applications will be treated with strict confidentiality. **Extension of this position is subject to funding.**

For more information about the First Peoples' Cultural Council, visit: www.fpcc.ca

Please send a resume & cover letter by 4:00 PM, September 20, 2021 to HR@fpcc.ca.