



JOB POSTING

FIRSTVOICES TECHNOLOGY ASSOCIATE

ABOUT THIS ROLE

The First Peoples' Cultural Council (FPCC) is a provincial Crown Corporation that administers the First Peoples' Heritage, Language and Culture Program in supporting Indigenous language, arts, and culture revitalization in British Columbia.

We are currently seeking a talented Technology Associate to join our FirstVoices in supporting the success of revitalization programs in First Nation communities in BC.

SUMMARY

The FirstVoices Technology Associate is the first point of contact on the service desk for general inquiries, questions, support and any related duties to requests on FirstVoices and First Peoples' Map of B.C. systems. The Associate contributes 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.

WHAT YOU'LL BE DOING

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.)
- Performing 1-on-1 video meetings with language teams archiving on FirstVoices to assist with their language documentation work
- Supporting with on-boarding of new teams onto the FirstVoices platform from technology point-of-view, in collaboration with Language Team
- Supports the FirstVoices training and development team - keeping up to date with changes to the system
- Sharing development updates related to FirstVoices internally and externally
- Supporting external outreach, community consultation planning related to FirstVoices including user-acceptance testing, getting user feedback for website, apps and keyboards



- Provides some administration and research work related to FirstVoices and First Peoples' Map of B.C.
- Participation as needed in conferences and other events
- Performs other related duties as require

Development, Special Projects, and Supplemental Technology

- Assists the 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

QUALIFICATIONS

Education, Training and Experience

- Certificate or diploma focused on a technology related field, linguistics, Indigenous studies, language and culture, education, or communications
- Combination of equivalent education, training, or experience in related fields, supplemented by at least two years of related experience may be considered
- Minimum of 1+ years or recent experience providing customer support, coaching, instructing, or helping end users to understand and use computer hardware and software
- Experience researching and troubleshooting software to provide support to users
- Experience using a help desk tools such as Jira Service Desk, ZenDesk considered an asset
- Working knowledge of web technology, including general knowledge of how web pages, browsers, and servers work
- Preference may be given to applicants with experience working with a Content Management System (CMS), e.g., WordPress or a similar system to FirstVoices

Skills and Abilities

- Demonstrated experience handling multiple competing priorities in a fast-paced environment
- Demonstrated experience providing high-quality, respectful support and guidance to peers, communities, and stakeholders
- Outstanding organizational skills and attention to detail - things don't get lost, missed or forgotten when you are around
- A drive to learn and resolve issues - independently or as part of a team
- Strong written and verbal communication skills, as well as listening skills



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- Demonstrated tact and judgment in interpersonal relationships
- You are able to work independently in a self-directed environment
- You are also: Inquisitive, a problem solver, patient, understanding and respectful, highly motivated, analytical
- Preference may be given to applicants with experience working with First Nations communities
- Preference may be given to applications with experience working with language technology

WORKING CONDITIONS

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

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

Submit your resume to <mailto:hr@fpcc.ca>. The position will remain open until filled.

Submissions from applicants who are First Nations, Metis or Inuit ancestry are strongly encouraged to apply and will be given preference. Only short-listed candidates will be contacted for interview. All applications will be treated with strict confidentiality.

First Peoples' Cultural Council is located in Brentwood Bay and is grateful to have our home in the beautiful traditional unceded territory of the WSÁNEĆ Nation people, in the village of WJOŁŁŁP.