

TIER II SUPPORT TECHNICIAN

Department: Finance, Human Resources & Information Technology

Term: Permanent Full-Time

Community: Nunatsiavut (Nain, Hopedale, Rigolet, Postville, Makkovik) / Happy Valley Goose Bay

Closing: May 25, 2026

Responsibilities:

- Work with end users to identify and deliver required PC service levels.
- Liaise with and provide support to end users on computer operation and other issues.
- Install, configure, test, maintain, monitor, and troubleshoot end user workstation and notebook hardware, networked peripheral devices, and networking hardware products.
- Perform on-site analysis, diagnosis, and resolution of complex PC problems for a variety of end users, and recommend and implement corrective hardware solutions, including off-site repair as needed.
- Receive and respond to incoming calls, and/or e-mails regarding PC and/or hardware problems.
- Maintain an inventory of PCs and related peripherals.
- Accurately document instances of hardware failure, repair, installation, and removal.
- Conduct research on computer products in support of PC procurement and development efforts.
- Schedule and perform PC, hardware and peripheral equipment improvements, upgrades, and repairs.
- Support development and implementation of new computer projects and new hardware installations.
- Where necessary, liaise with third-party support and PC equipment vendors.
- Aid in development of policy and planning within IT, maintain current knowledge of plan executables, and respond to crises in accordance with business continuity and disaster recovery plans.

Qualifications:

- Two (2) – year diploma in Information Technology or a computer-related program, including network administration, computer science, or electronic communications system. Hands-on hardware troubleshooting experience.
- Working technical knowledge of current network protocols, operating systems, and standards, including TCP/IP, Windows 10 or higher, and Windows Server 2008 or higher.
- Able to read and understand technical manuals, procedural documentation, and OEM guides.
- Ability to conduct research into PC issues and products as required.

Assets:

- Bilingual in Inuktitut and English.

Responsibilities:

- Design and implement strategies
- Work with vendors on various projects
- Assist Tier I Support Technicians with NG Helpdesk tickets
- Assist and troubleshoot any issues revolving Office 365 software, including endpoint management
- Responsible for maintaining the backups of hardware and software as necessary

Benefits:

- Competitive Paid Leave Package.
- Travel Benefit.
- Labrador Allowance.
- Group insurance including health and dental.
- Group pension.

Contact:

careers@nunatsiavut.com

Applications should be forwarded before 4:30pm on closing day.

The Nunatsiavut Government is an equal opportunity employer however preference will be given to beneficiaries of the Labrador Inuit Land Claims Agreement. Applicants are asked to clearly state their Nunatsiavut beneficiary number on their cover letter or resume when applying.

TIER II KAGITAUJANIK KAUJIMANIKATSIATUK

SuliaKapvinga: kenaujalaginnimut, SuliaKattiliginnimut, Kagitaujaliginnimullu

SuliaKautigigialingit: SuliaKainnaluni Ilonnainik SitontiKalluni

Nani: Nunatsiavut (Nain, Hopedale, Postville, Makkovik, Rigolet)/Happy Valley Goose Bay

killilipvinga: Mai 25, 2026

kamagijatsat:

- SuliaKaKatiKagialik atuKattatunik KaujisaKattaluni âkKitau-gialinnik PC Kagitaujatigut;
- UKâlaKatiKasongulluni ikajuttisiKattaluni ikajuttinik atuKat-tatunik Kagitaujakkut atuttaugialinnik amma asinginillu;
- IlitsiKattaluni âkKisitsiaKattaluni, ottugattisiKattaluni, tigu-miatsiaKattaluni, amma kamatsiaKattaluni suliaKapvinginni amma allatausimajunnik, Kagitaujakkogutet, ingiKkautingit Kagitaujamut atuttuk ingiggasiagutik ilonnainut, amma ingiKautinginnik Kagitaujakkogutet suliajijauKattatut;
- SakKitsiKattaluni kamagijaugialinnik, Kaujittitaugutik, amma AngiutiKatigettaulaummijut Kagitaujatigut uKu-maitsanikkut atuKattatunik KaujisaKattaluni, amma piusigijauKujait amma kajuttiusiutet tammataillillutik Kagitaujakkogutet salummasiagutet, ilaKatillugu sunagalait siKumigajappata;
- kiuKattaluni UKâlaKatiKaKattaluni fonnikut, amma upvalu Kagitaujakkut pitjutiKalluni PC amma upvalu Kagitaujakkogutet siKumisimappata;
- PiulimatsiKattaluni kititsinimmik PC-mut amma atjigalanginnik Kagitaujamut atuttuk ingiggasiagutik ilonnainut;
- Tammataillilluni allatausimajunik siKumagajappata Kagitaujakkogutet, âkKisesongullun, ilitsiasongulluni, amma pejaitsiasongulluni;
- katitsiuninginnik Kaujisasongulluni Kagitaujatigut ikajulluni PC niusinniasongugiamut tungaviliuttaugumajut ikajotet amma sakKititsiasongulluni;
- Ilagiagutik amma sakKilugit PC, Kagitaujakkogutet amma Kagitaujamut atuttuk ingiggasiagutik ilonnainut piKutet piunitsautigumatlutit, puttutivallialugit, amma âkKisitsiaKattaluni;
- IkajuKattaluni pivalliatitsigasuanimi amma âkKigiatsigiamut nutânik Kagitaujannik kamagijauunit amma nutânik Kagitaujakkogutet ilijaugiaKappata;

Ilisimausigigialingit:

- Maggonik (2) Jârinik NalunaikkutaKalluni suliatsanginnut ilingajumik suliaKagiamut aulatsivillagimmi Kagitaujanik, ikumalukkojunik Kauimatitsiutinik SuliaKasimagialik Kagitaujaliginnimik.
- SuliaKagiamik Kaujimagelluni Kagitaujatigut maligatsanik, atutsiasongulluni KagitaujaligigiaKaguni, amma maligatsanik pitjutillinnik TCP/IP, windows 10 pikKutunitsamillonet, amma windows Server 2008 pukkutunitsamillonet;
- Atuatsiasongulluni tukisiatsuasongullunilu Kagitaujaup maligatsanginnik, âkKisottausimajuillu allatausimajunik. Amma OEM maligatsanginnik;
- Pisongulluni Kaujisagiamik ilillugit PC-mut kamagijaugialinnut pigiaKaguni

Atuvalligajattut:

- UKâlasongugialik Allasongullunilu Inuttitut Kalunnâtitullu.

kamagijatsat:

- Nani pigiaKaguni, uKâlaKatiKasongulluni pingajuaniK ikajutiKaluni amma PC suliaKautinginnik pitâviugunnatunik;
- Ikajulluni âkKisigiamik maligatsanik amma pannaigutinnik IT-kuni, piulimatsiKattaluni mânnamiutanik Kaujimajaugetunik Kaujimajaugialinnik amma kiusongulluni pilukattu-Kagajappat pitjutiKallutit suliaKagijaujuni âkKisisonulluni Kaujimagelluni Kanuk pigiaKagajammangânnik;
- Sanasimanninga amma kajusinningit piusigijaugialinnik;
- SuliaKattiKalluni pitâviugunnatunnik sunagalannik sulian-gujunnik;
- IkajuKattaluni ikajuttisammik Kagitaujaliginnimi Nk alak-kasâijalinnik;
- Ikajugunnagialik Kaujisallunilu apomautigijaujunik atun-nimi Kagitaujanik sollu SuliaKapvimi 365 atujauKattatut Kagitaujanut suliaKautigillugit upvalu malitsialugit atujaug-iaKanningit ilaKallu ni Kagitaujatigut aulataugutinginni;
- kamagigialingit piulitsiKattalunilu Kagitaujaligiutinik atujau-Kattatunillu pigiaKaguni

Ikajuttaugotet:

- SuliaKatsiasongulluni Akilittutaulluni nukKangaviujuni Akilittutaulluni
- Namutuinnak aigalannimut IkajuttaugutiKalluni
- Labradorimi IkajuttaugutiKalluni
- katingautik Insurins-siKalluni ilagijautillugu inositsiagitonimmi amma kigutiligijaunnimi
- katingautik utittitaugutik InutuKaunimmut

Kaujisallutit:

careers@nunatsiavut.com

Ottugautet âjausimagialet fimfiliak apvaKâttinagu matuttauvingata ullungani.

Nunatsiavut kavamanga atjigettisiKattatuk suliasasiuttunik tavatuak pigumajauluaKattatut ikajuttaugutilet Labrador Inuit Nunamik Satusainnimut AngiKa-tigegutingani. Ottugajuit allasiasimakKujajut Nunatsiavut ikajuttaugutilet numuranganik allavitsangata pigianningani suliasasiugutimillonnet ottugannimi.