



March 6, 2023  
v.3.0

## **Kitchenuhmaykoosib Inninuwug Dibenjikewin Onaakonikewin (KIDO) Maamao Dibenjikewin Kanawaabajikewin (MDK)**

*KIDO, the “KI Family Law”, has a vision is to create healthy self, healthy family, and healthy community. The emphasis of service is on family healing and maintaining connections within families and the community. KIDO’s mission is that our dibenjikewinan (families) can raise our awaashishag (children) and oshkaadizag (youth) in healthy homes.*

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### **IT Case Manager (1 position in KI)**

#### **POSITION SUMMARY**

As a mid-level member of management of office operations, the IT Case Manager will report to the Office Manager and keep all senior management informed on the operations of the in-house MDK case management database system.

The IT Case Manager will be responsible for stability and safeguarding the computer and database system, which includes working internally and externally with a support team to ensure MDK operations are running seamlessly.

This includes keeping the Training Unit and other program units informed on any developments so their team, existing staff and incoming staff can be trained.

#### **QUALIFICATIONS**

##### **KIDO Attributes:**

1. Demonstrated knowledge of KI’s distinct culture, traditions, values and principles.
2. Understand that KIDO is based on language and kayaash egwa mina ahchaako kikinohamaakewin (traditional and spiritual teachings) revitalization.
3. Demonstrated understanding that KIDO is based on love, compassion, healing and reconciliation.
4. Demonstrated understanding that KIDO is part of the inherent right of KI.
5. Must have working knowledge of the whole scope of KIDO.
6. Ability to communicate/understand KI language, Anishiniimowin.

##### **Knowledge & Experience Attributes:**

1. Possess formal education in Information Technology, Computer Science, Information Systems, or a related field; or related IT experience.
2. Completed and/or working towards further system certifications such as A+, Network+, MCTIP, or CCNA; is an asset.
3. Should have 2-5 years of experience in network and database management.
4. Must have a working knowledge of computer systems, security, network and systems administration, databases and data storage systems, and phone systems.
5. Must have a working knowledge of network & PC operating systems and cloud-based applications.
6. Must have knowledge on applicable data privacy protocols, policies, and laws.
7. Must possess excellent verbal and written communication skills.
8. Proven ability to collaborate effectively within a multi-disciplinary team.
9. Demonstrated organizational, decision-making, critical thinking, and trouble-shooting skills.
10. Ability to travel is a definite asset.
11. Must submit Criminal Records and Vulnerable Sector Checks.



## **DUTIES AND RESPONSIBILITIES**

1. To receive intensive training on the MDK Service Model to fully understand the scope of the database and network system requirements.
2. Ensure the Office Manager and all senior management are informed on the operations of the in-house MDK case management database system through regular communication.
3. To liaise with external database and IT supports in the design, planning and implementation of the MDK case management database system, including having appropriate security safeguards.
4. To liaise with external database and IT supports on network improvements, database changes and other adjustments should be made to reflect the needs of MDK to carry out all aspects outlined in KIDO.
5. To liaise with external database and IT supports on maintaining policies, procedures and associated training for network resource administration, appropriate use, and disaster recovery.
6. To lead and work alongside the internal MDK case management database system team.
7. To work closely and be available to the MDK Training Unit team and other program units informed on any developments so their team, existing staff and incoming staff can be trained.
8. To carry out the operational management of MDK by managing all assigned servers (email, printing, backups, software), manage all network hardware & equipment (routers/switches/hubs), and ensure network connectivity on all workstations.
9. To practice network asset management, including maintenance of database and network component inventory and related documentation and technical specifications information.
10. To perform system backups and recovery.
11. To liaise with external database and IT supports to monitor and test database & network performance and provide network performance statistics and reports.
12. To maintain regular contact and work together as necessary with the database development company to ensure stable operations within the network and provide updates to MDK documents.
13. To keep informed on the MDK Service Desk Support operations provided by the IT Technician: Office Support, including understanding the process, be knowledgeable of decisions made, and to step-in as necessary when volumes are high and/or IT Case Manager knowledge is required.
14. To assign duties, explain work methods and procedures, and provide guidance to support staff to ensure MDK's policy and procedures are adhered to, including confidentiality.
15. To be available for supervisors in other MDK departments should there be issues, suggestions and feedback for the case management database system.
16. Other duties as assigned for being the IT Case Manager.

*NOTE: While formal education is listed in the qualification section the hiring committee will consider it favourably when the candidate themselves is from KI and have local knowledge of the community, reserve life, and culture. For example, they know and have a relationship with the homelands, know KI spirituality, know the prayers, the landscapes, the waters, the people, the way we view our elders, the challenges of living in a remote reserve and can show a commitment to helping awaashish, oshkaadiz egwa dibenjikewinan of KI. It will also be an asset if the candidate can walk their talk, for example, lives a healthy lifestyle themselves and have a healthy dibenjikewin life.*