shorefast

Shorefast exists to help secure a resilient future for Fogo Island while inspiring communities worldwide to leverage inherent, place-specific assets in service of collective well-being. We do work that matters - work that makes things better. We envision a world where all business is social business. Our suite of social businesses are community-owned economic engines that create meaningful employment, contribute significantly to the regional economy and generate income to be reinvested in Shorefast's charitable programs..

The **Support Technician** based on Fogo Island, will provides assistance to front-line primary technical supports for users to resolve various issues involving hardware, software and peripherals. This position will work closely with the Technical Services and Administration teams contributing technical knowledge to various business units and programs in support of existing and new projects. Collaborating with various working groups, the **Support Technician** will perform a wide array of tasks including, troubleshooting and triage, researching problems and providing recommendations for improvement, updating procedures, supporting intranet design and development, and contributing to other projects as directed.

What you'll do:

- Triage and monitor various technology requests and follow up on action items, as necessary; escalate unresolved issues to appropriate teams
- Provide troubleshooting support and end-user training to staff for existing business systems, software, and peripherals, such as printers and audio/visual equipment.
- Build strong relationships with our end users through problem understanding and timely resolutions
- Maintain detailed documentation of client communications and problem resolution through the use of a work order system as well as developing checklists for reoccurring problems for end users.
- Liaise with internal and external partners to coordinate IT requirements for employee on-boarding/off-boarding, and new hardware requests
- Support and facilitate project meetings, prepare agendas, presentations, and meeting minutes
- Assist with redesign and maintenance of the Shorefast group intranet (SharePoint) site
- Track and maintain an inventory of computer hardware, audio visual equipment, and other technical equipment as needed.
- Develop internal training materials to promote healthy digital habits

Qualifications you'll bring:

- College program or university degree in computer science, computer engineering, business administration or related field (preferred, but not required)
- Experience troubleshooting and resolving hardware, software, and network connectivity issues in an end-user environment (considered an asset)
- An understanding of networking, operating systems, and Microsoft software
- Troubleshooting and problem-solving abilities
- Solutions oriented with a customer focus and motivated by team success
- Strong listening, verbal, and written communications skills
- Be able to work in a team environment, while being self-motivated

What we're offering:

- An engaged, highly supportive, and collaborative environment
- The opportunity to work and live in a thriving social entrepreneurship environment
- A commitment to recruiting, promoting, and training qualified individuals at all levels within the organization

Apply:

Submit a cover letter & resume to careers@shorefast.org , subject line "**Senior Systems Analyst**"

Deadline for Applications: **Until Filled**

Questions about this position may be directed to: Leanne House, at leannehouse@fogoislandinn.ca

About Shorefast: www.shorefast.org | www.fogoislandinn.ca | www.fogoislandworkshops.ca www.fogoislandfish.ca | www.fogoislandarts.ca

About Shorefast & Fogo Island: Strange and Familiar

Shorefast's charitable foundation and social businesses are committed to diversity, equity, inclusion, and belonging. This commitment is core to what we do and what we believe, and we are grateful to work with team members and host guests of diverse identity groups. Everyone is welcome here.

We endeavor to foster an accessible work environment and to ensure all in our care feel safe and valued. We are working actively to address imbalances for historically excluded and marginalized communities through training, promotion opportunities, and mentorship. All qualified applicants are encouraged to apply; please reach out if there is anything we can do to accommodate a more accessible or inclusive application process.