



# AETS

**Anishinabek Employment  
and Training Services**

**Your path. Our ways.**

Serving the First Nation Citizens of: Animbiigoo Zaagi'igan Anishinaabek, Biigtigong Nishnaabeg, Biinjitiwaabik Zaaging Anishinaabek, Bingwi Neyaashi Anishinaabek, Kiashke Zaaging Anishinaabek, Michipicoten First Nation, Netmizaaggamig Nishnaabeg, Pays Plat First Nation and Red Rock Indian Band.

## **Pre-Apprenticeship Training Program (PATP) Information Technology (IT) Navigator – Thunder Bay, Ontario (Full Time Contract until March 31, 2027)**

You are sincere in your passion to assist in the development of a skilled Indigenous workforce, through the provision of individual and community-based employment and training initiatives. You have demonstrated experience in providing excellent customer service skills and excel at embracing diversity while establishing rapport with clients. Your preferred post-secondary education in Business is complemented with related experience. Ideally, you have office experience and proficient in using Microsoft Office Products.

Under the direction of the Operations Manager, the incumbent will provide operational support as well as be assigned specific responsibility related to the organizations' vision, mission, values, and strategic plan that will serve the First Nation Citizens of the AETS nine member participating communities as well as other Indigenous Peoples. The position will include but not limited to working with staff, committees, stakeholders, participants, and potential participants to:

- Support the co-ordination and implementation of the Pre-Apprenticeship Training Program (PATP) – Information Technology (IT) Try A Trade Program, including IT Network Technician, IT Hardware Technician and IT Contact Centre Customer Service Agent.
- Assist with marketing, outreach, recruitment, intake and assessment, screening, needs identification, selection, and orientation of participants, training providers, and employer partners.
- Build positive working relationships and liaising with participants, staff, delivery partners, and employers to help ensure program requirements are met and participants are supported throughout the program.
- Monitor participant progress, maintain accurate records, support program budgets with financial reporting, and complete compliance, reporting including EOIS-CaMS, and proposal-related documentation as required.
- Help set up, prepare, re-image, track, and maintain laptops, desktops, peripherals, and other program equipment used for training and participant support.
- Provide first-level troubleshooting for Windows-based devices, basic connectivity issues, and common software or hardware concerns, and liaise with the MSP or technical partners when escalation is required.
- Maintain inventory and documentation for program-related equipment, technical issues, and device reprocessing activities.
- Assist in planning participant events, including orientation activities and graduation, and carry out other related duties as required.

### **Qualifications:**

- Post-secondary diploma or degree in Business, Social Sciences, Information Technology, or a related discipline; or a combination of education, training, and relevant work experience.
- Experience in labour market program delivery, participant support, education/training environments, and/or related community-based service delivery.
- Strong working knowledge of Microsoft Office and confidence using Windows 11 in a practical support environment.
- Basic networking knowledge, including a general understanding of TCP/IP, IP addressing, and connectivity troubleshooting.
- Strong organizational, interpersonal, and customer service skills, with the ability to support participants in a respectful and encouraging manner.

- Experience with hardware set-up, device imaging or reprocessing, and inventory tracking would be considered an asset.
- Previous experience working with First Nation clients is preferred.
- A valid Class G Driver's License, willingness to travel, and a criminal record check are required upon hire.

Interested candidates are invited to submit a cover letter including a salary range, resume and the names of three references via [aets@aets.org](mailto:aets@aets.org) to:

Recruitment Committee  
c/o Anishinabek Employment and Training Services  
523 Algoma Street North, Thunder Bay, Ontario, P7A 5C2

This position will be posted until filled.

**First Nation Citizens of the AETS nine member participating communities are encouraged to apply. Applicants are asked to identify the First Nation Community in the requested cover letter.**

We appreciate your interest; however, only those interviewed will be notified.