



Siksika Family Services Corporation

IT Support Technician

Job Posting –Permanent F/T

Closing Date – October 18, 2021



GENERAL STATEMENT OF POSITION:

Siksika Family Services Corporation (SFSC) is currently seeking an Information Technology Technician to join our team. The IT Technician is the primary point of contact in receiving, prioritizing, documenting and actively resolving end user help requests. The incumbent will provide set-up and on-going support on computer, software, network, mobile device services ensuring a high level of customer service and communication.

SUPERVISION RECEIVED: Will work under the supervision and direction of the IT Director

DUTIES AND RESPONSIBILITIES:

- Monitor and respond to incoming requests to the Service Desk, via Email, SMS, and telephone to ensure courteous, timely and effective resolution of end-user issues.
- Collaboratively prioritize and manage the queue of service desk requests to ensure consistent and effective service delivery.
- Record, track and document the service desk responses and problem resolutions.
- Manage PC, laptop and mobile device setup and deployment for new employees using standard hardware, system images and software.
- End-user account creation, Email and group assignment.
- Diagnose and troubleshoot end-user desktop application issues and provide appropriate application issues and provide appropriate solutions.
- Support end-users in their use of applications such as Microsoft Office, VPN, and mobile devices.
- Provide ticket status updates to end-users.
- Other related duties, as requested.
- *Due to limited space the duties of this position have been shortened but will be made available to successful interview candidates only.*

EDUCATION AND EXPERIENCE:

- Technical Degree/Diploma/Certification/Proof-of-Enrollment and/or other pertinent related documents.
- High School Diploma is required
- Prior technical training and direct work experience is preferred.
- Willingness to take additional training as required.

WORK ENVIRONMENT:

- Physical moving and/or transferring of computer systems, peripherals, or equipment is required.
- Heavy workload with multiple and changing priorities.
- Will work with all levels of staffing from admin support to executive management team.
- Work is performed in a typical office environment, with willingness to work after-hours.
- Be available to work rotating schedules, which may include evenings, weekends, and holidays.
- Travel is required.

Resumes should be emailed to familyserviceshrm@siksikafamilyservices.com before 11:00 p.m. of posting closing date. **PLEASE QUOTE** Competition # **048-2021** on cover letter.

IMPORTANT: All applications must include the following:

1. Degree/Diploma/Certificates and/or other pertinent related documents.
2. Clear Criminal Record and Child Intervention Check
3. Copy of Drivers Abstract and Drivers License.

*Please Note: SFSC thanks all applicants and wishes to advise that only **complete** applications will be considered and only those candidates selected for an interview will be contacted.*