Employment Opportunities

Position: IT SUPPORT TECHNICIAN
Service Area: IT Department
Salary: Based on Education and Experience
Date Posted: April 30, 2025
Closing Date: May 16, 2025
Competition Number: SNTAEAS-01-04-30-25

POSITION SUMMARY:

The Information Technology (IT) Support Technician performs various functions to keep computer systems in top working condition within the Siksika Nation Tribal Administration.

DUTIES & RESPONSIBILITIES:

- Talk to clients over the phone or via email to provide solutions to technical problems.
- Perform diagnostic tests and troubleshooting to identify clients' issues.
- Provide clients accurate information on IT products and services.
- Develop and implement technical procedures effective in quickly addressing clients' problems to minimize downtime.
- Carry out assessments to determine the need for changes in hardware/software configurations.
- Educate clients on procedures for resolving or preventing recurrence of a technical problem;
- Perform other related duties.

MINIMUM QUALIFICATIONS:

Required Knowledge, Skills, and Abilities

- Communication Skill: IT Support Technicians are able to use clear language and expression to provide technical support to clients.
- Problem Solving Skill: They are well versed in providing IT solutions to address the needs of clients.
- Interpersonal Skill: They work with various technical professionals to develop and implement IT support strategies.
- Excellent knowledge of commonly used computer programs including Microsoft Office Suite, Adobe, etc.

Education and Experience

- Post-Secondary Diploma in Computer Science related field preferred.
- Certificate in Computer Technology related field required.
- Two years computer technician experience or in related field required.
- One year office related experience required.

Other:

Professional Designation/Certification/Licenses:

Valid Alberta Class 5 Driver's License

Culture/Language:

Requires general knowledge of the Siksika Nation culture and some ability to communicate in the Siksika language.

Position will be filled based on requirements and candidate qualifications. Priority Siksika Members, Indigenous community, then others.