



**Siksika Family Services Corporation
Jr IT and Communications Technician
Calgary & Siksika Offices**

Permanent Full-Time
Closing Date: OPEN until position is filled.
08/2024



GENERAL STATEMENT OF POSITION:

The Junior IT & Communications Technician will diagnose, repair, and maintain hardware, network and software components to ensure the smooth running of computer systems in SFSC. 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 is maintained.

REPORTS TO: Will work under the supervision of the Senior IT Technicians and ultimately, Chief Financial Officer (CFO).

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 solution.
- Support end-users in their use of applications such as Microsoft Office, VPN, and mobile devices.
- Communicate with end-users with varying levels of technical and non-technical skills.
- Provide ticket status updates to end-users.
- Follow all standard operating procedures through the effective use of knowledge management.
- Strive to ensure the IT department meets or exceeds established customer service level expectations.
- Manage content, edit and maintain communication materials using design and graphics software platforms.
- Provide remote and hands-on support.
- Other related duties as requested.

EDUCATION AND EXPERIENCE:

- High School diploma is required.
- Post-secondary education related to information technologies is preferred.
- 1 to 2 years relevant work experience is preferred.
- Willingness to take additional training as required.
- Ability to work in a fast-paced environment.
- Knowledge of MS Office suite (Word, Excel, Outlook, Teams, etc.) Clear Criminal Record and Child Intervention Check
- Valid class 5 driver's license and access to vehicle.

Qualifications/Skills

- Outstanding interpersonal and soft skills and excellent telephone skills.
- Ability to portray a positive customer service attitude while dealing with a variety of situations.
- Ability to quickly establish rapport with clients.
- Ability to work under pressure.
- Must be personable, friendly, and approachable.
- Attention to detail including documentation and task completion.
- Ability to work with minimum of supervision and identifying appropriate resources to solve problems.
- Ability to follow procedures and retain knowledge.
- Ability to troubleshoot commercial off-the-shelf products and mobile devices (smartphones, tablets, etc.)
- Ability to work independently as well as within a team environment.

Resumes and cover letters should be emailed to familyserviceshrm@siksikafamilyservices.com

Please quote **Job Title** on your cover letter.

IMPORTANT: All applications **must** be complete and include the following:

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

We thank all those applicants in advance, however only those candidates selected for an interview will be contacted.