



## Siksika Family Services Corporation

SIKSIKA CHILDREN'S SERVICES

### JR IT TECHNICIAN

Contract Full-time

Closing Date: OPEN until position is filled.



#### GENERAL STATEMENT OF POSITION:

The Jr IT Technician is the second 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 computers, software, networks, and mobile devices services, ensuring a high level of customer service and communication is maintained.

**REPORTS TO:** Work under the supervision and direction of the I.T. Manager

#### 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.
- Provide remote and hands-on support.
- Other related duties as requested.

#### EDUCATION AND EXPERIENCE:

- Technical Degree/Diploma/Certification/Proof-of-Enrollment and/or other pertinent related documents.
- Prior technical training and experience is preferred.

Resumes and cover letters should be emailed to [familyserviceshrm@siksikafamilyservices.com](mailto: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.