



IT HELPDESK TECHNICIAN
HEAD OFFICE (EDMONTON)
Full-Time – Contract Position
Closing date: September 3, 2021

Native Counselling Services of Alberta's mission is to promote the resilience of the Indigenous individual and family, through programs and services that are grounded in reclaiming our interconnectedness, reconciliation of relationships and self-determination.

Currently, Native Counselling Services of Alberta is looking for the right candidate to fill a full time, contract position as our IT Helpdesk Technician. This position will lead the NCSA help desk for all employees by acting as a first point of contact and support for employees who are experiencing computer issues.

Specific responsibilities of the position include:

- Offering information and supports to NCSA users through our helpdesk (ticketing, dashboard connectivity and remote to workstations and server)
- Installing and configuring hardware and software components
- Troubleshooting hardware and software issues
- Repairing and replacing damaged hardware
- Installing and upgrading anti-virus software and security systems to ensure network security
- Maintain good relationships with employees

Our ideal candidate would have the following qualifications:

- **In-depth experience and working knowledge of Indigenous communities, cultures, healing and language**
- Demonstrated understanding of historic trauma and the impact of colonization on Indigenous people
- Bachelor Degree in Computer Science or Computer Engineering or related field and work experience
- Experience working at a Helpdesk and/or with Microsoft Azure or Amazon AWS – 2 years experience is an asset
- High technical skills related to computer systems and networks
- Understanding of the technical aspects of the field as well as being able to support employees with patience and effective action
- Ability to meet deadlines and good time management skills
- Valid driver's license
- Must provide a completed a criminal record check, child intervention check

Starting salary: Competitive salary

Please forward your resume and coverletter to:

Marg Milicevic, Manager, Human Resources

Email: careers@ncsa.ca

Thank you for your interest in joining the NCSA team. Only candidates selected for an interview will be contacted. We are committed to providing a workplace that is inclusive and accessible to all. Should you require accommodation during the hiring process, please contact our Human Resource team.