

# Employment Opportunity

**Siksika Health Services** is a not-for-profit organization which provides Primary Care and Community Wellness support. The facilities are used by our Proud Siksika Nation Members and our friendly surrounding communities. We are a very enthusiastic, empowering and encouraging team. Our **Mission** is to strive for accountable efficient services delivery and our **Vision** is to proactively provide quality and holistic health care.

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<b>Organization:</b>	<b>Siksika Health Services</b>
<b>Title:</b>	<b>DESKTOP SUPPORT TECHNICIAN</b>
<b>Location:</b>	HEALTH SERVICES
<b>Reports to:</b>	SENIOR IT SPECIALIST
<b>Posted Date:</b>	<b>Wednesday, June 5, 2024</b>
<b>Deadline:</b>	<b>Tuesday, June 18, 2024</b>
<b>Annual Salary:</b>	\$28.00 / hr.
<b>Position Status</b>	1 Year Contract <i>(May require long work hours &amp; weekends)</i>

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## POSITION SUMMARY

The Desktop Support Technician provides Siksika Health Services with technical support for desktop computers, applications, and related technology. Support includes installing and testing computer systems and peripherals within established guidelines. The Desktop Support Technician will also assist and deliver end-user support by troubleshooting and solving day-to-day IT service requests.

### Responsibilities include, but will not be limited to:

- Assist staff with the installation, configuration and ongoing usability of desktop computers, peripheral equipment, and software.
- Respond to requests for technical assistance.
- Deploy and move desktops, phones & printers.
- Adherence to organization IT security standards.
- Assist with other projects and tasks.
- Managing help desk tickets promptly
- IT helpdesk experience.
- Windows/macOS/iOS/Android OS experience
- Working knowledge of Active Directory
- Experience in the installation and maintenance of hardware and software!

**(FOR A FULL JOB DESCRIPTION PLEASE SEE HUMAN RESOURCE)**

## MINIMUM QUALIFICATIONS:

### Education and Experience:

- Grade 12 graduate.
- Certificate in a related field or equivalent training/experience.
- 1-2 years experience managing a network infrastructure in a multi-site environment

### Knowledge, Skills and Abilities:

- Knowledge of office equipment, software and network infrastructure.
- Able to work under pressure.
- Able to work in a team-based environment.
- Knowledge of Indigenous peoples in Alberta.
- Excellent English language skills.

### Requirements:

- Driver's license required.
- Criminal record check is a requirement.
- Moderate knowledge of the philosophy and issues regarding the delivery of First Nation health care.

**FOR ADDITIONAL INFORMATION OR TO APPLY, PLEASE SUBMIT YOUR RESUME, COVER LETTER, EDUCATION DOCUMENTS & CRIMINAL RECORD CHECKS TO:**

**SIKSIKA HEALTH SERVICES**  
Human Resources Department  
[Recruitment@siksikahealth.com](mailto:Recruitment@siksikahealth.com)  
(403)734-5685

**All documentation must be received to be granted an interview.**

