Application Support Technician

**Location:** Rupertsland Institute Head Office, Edmonton, AB (Remote work during COVID-19)
**Closing Date:** February 2, 2021
**Position Status:** Permanent, Full Time (40 hours/week)

The Organization

Rupertsland Institute (RLI) is an affiliate of the Métis Nation of Alberta and has a triple mandate in education, training, and research. With a decentralized network of 11 employment services centres, in addition to two mobile service units, RLI designs and delivers training and education services to more than 140,000 Alberta Métis.

The RLI Vision is: “A Skilled and Knowledgeable, Self-Reliant Métis Nation.”

The RLI Mission is: “To enhance the self-sufficiency and well-being of Alberta Métis through quality education, training, and research.”

For more information about RLI and its services and programs, visit us at www.rupertsland.org

The Opportunity

Reporting to the Senior Systems Analyst, the Application Support Technician is responsible for the day-to-day support of the business software applications at RLI. The Application Support Technician is responsible for supporting the Senior Systems Analyst with troubleshooting RLI’s internal business applications, and RLI’s other online platforms.

Responsibilities:

- Uphold, maintain, and resolve IT issues that come through RLI’s Internal support email system.
- Support the Senior Systems Analyst with troubleshooting RLI’s internal business applications and other online platforms. Act as the internal contact for employees experiencing issues with external online platforms and coordinate action with the Senior Systems Analyst.
- Answer, evaluate, and prioritize helpdesk requests for RLI business applications, for users experiencing problems with software and other computer-related technologies. Provide phone, email, and in-person support to local and remote site end users on a variety of issues.
- Resolve routine problems or forward tickets to the Senior Systems Analyst to restore services and minimize disruption to business operations and workflow.
- Ensure timely recording, tracking, escalation, and resolution of end-user technical problems and requirements. Support accurate IT reporting by logging requests, issues, and changes to the IT system.
- Assist with onboarding and managing staff in various RLI business software applications.
• Assist with training staff for business applications.
• Assist with making configuration changes to various RLI business applications.
• Assist with changes to system software and hardware, including testing updates in test infrastructure before implementation.
• Assist the Senior Systems Analyst with other tasks as required.

Qualifications:

• Minimum of two (2) years of IT, technical support, or Help Desk support experience is an asset. A recent graduate of related program would be considered with some practicum experience.
• Certificate, Diploma, or Bachelors’ Degree in Information Technology or Computer Sciences is required.
• Demonstrated hardware and software knowledge is required.
• In-depth knowledge of IT system operations and relevant hardware and software is preferred.
• Creative problem-solving and troubleshooting skills.
• Strong customer service and communications skills to support non-technical staff.
• Ability and knowledge to assist non-technical staff with the use of technology, devices, and in the use of various software applications.
• Strong prioritization, time management, and multi-tasking skills.
• Innovative problem-solving skills. Able to provide creative ideas to support RLI’s corporate business plan.
• Able to work independently and with a team.

Rupertsland Institute Offers:

• A competitive salary
• A comprehensive benefits plan
• Employer matching pension plan
• Generous flex days and vacation time
• Culturally rich working environment
• Continuous learning opportunities
• And other perks!

To apply, please send your resume and cover letter to employment@rupertsland.org by TBD quoting ‘Application Support Technician’ in your email subject line.

Rupertsland Institute thanks all applicants for their interest. Only successful applicants will be contacted. No phone calls please.