



## **Stó:lō Service Agency – Human Resource Office**

Bldg. # 5A - 7201, Vedder Road, Chilliwack, B.C., Canada, V2R, 4G5

Tel. (604) 858-3366

Fax. (604) 824-5342

November 1, 2024

### **TECHNICAL SUPPORT SPECIALIST**

#### **EXTERNAL**

Stó:lō Service Agency (SSA) is seeking a **Technical Support Specialist** to assist in administering and overseeing the overall operations and maintenance of the SSA networks between the main campus, regional offices and the Internet.

#### **QUALIFICATIONS/REQUIREMENTS:**

- Extensive knowledge and expertise with computers and other office equipment.
- Fluent in best practices for Information Technology Service management (ITSM)
- Must be organized and have extensive record keeping experience including knowledge of the use of an Information Technology Infrastructure Library (ITIL).
- Ability to work independently and with minimum supervision.
- Ability to research, analyze, assess, and document complex technical solutions.
- Excellent verbal/written communication skills and proven ability to establish rapport and effectively communicate very technical information with people of all educational & occupational backgrounds.
- Excellent problem-solving skills including incident management, problem management, and change management.
- Commitment to ensuring security, privacy, and confidentiality measures are followed.
- Assists in monitoring and maintaining the SSA Local Area Network (LAN) and the Wide Area Network (WAN) in the following areas:
  - Planning, installing, upgrading and maintenance of operating systems including Windows 10/11 and end user applications including Microsoft 365.
  - Assist with user account management in a hybrid Windows Server and Microsoft 365 cloud environment.
  - Assist with configuration and maintenance of LAN and WAN hardware such as switches, wireless and routers.
- CompTIA A+ certification or equivalent industry experience.
- Minimum 5 years of experience with troubleshooting and direct technical support to both technical and non-technical users.
- Minimum 2 years post-secondary training in related technology field.
- Actual industry experience (minimum of 5 years) in any or all of the tasks cited in the specific duties and responsibilities.

#### **Successful candidates will be required to provide the following if screened in for an interview:**

- Proof of education documentation.
- References: Names and email addresses of three references (i.e., recent supervisors/managers)
- Must hold and maintain a valid Class 5 BC Drivers' License.
- Must successfully pass Criminal Records Check.
- SSA has implemented a mandatory COVID-19 vaccination policy, requiring all staff to be vaccinated.

**SALARY RANGE:** \$60,000-\$65,000 based on qualifications.

**TYPE OF POSITION:** Full-Time with benefits, subject to 3-month probationary period.

**APPLICATIONS DEADLINE:**

**NOVEMBER 30<sup>TH</sup>, 2024**

Interested candidates are required to submit a resume and cover letter indicating the job title above to:

**Stó:lō Service Agency HR Office**  
**Bldg. #8A, Floor 1 – 7201 Vedder Road**  
**Chilliwack, BC V2R 4G5**  
**Email: [jobs@stolonation.bc.ca](mailto:jobs@stolonation.bc.ca)**

For information about this and other employment opportunities, visit [www.stolonation.bc.ca](http://www.stolonation.bc.ca)

We regret that we will only respond to those applicants chosen for an interview. We thank all applicants for their interest.