

I.T. Support Specialist Opportunity

Term: September 2022- March 2023 with possibility of renewal

Opportunity: The Alberta Resource Centre for Quality Enhancement ([ARCQE](http://arcqe.ca)) is currently seeking the expertise of an I.T. Support Specialist available to work closely with provincial office team members to guide technical support needs relating to various project initiatives, web, social media and digital platform needs, as well as to support responsive growth of our rapidly expanding team- both within the organizational office and also across the province. The intended goal of this contract position will be to work as part of a multi-disciplinary team in ensuring oversight and support of all technical needs required to guide efficiency and operation of all organizational logistics- both internal and external pertaining to I.T. requirements.

Responsibilities include but are not limited to:

- Consults with personnel and project coordination team to determine appropriate hardware/software needs and assists with sourcing, installation, and integration/implementation of a range of technical updates relevant to all systems to support and enhance digital efficiencies
- Maximizes computer capabilities and compatibility between systems and helps with recommendations and system applications.
- Assists with design and implementation of networks & maintenance of office server
- Providing face-to-face and remote I.T. Support for the organization representing staff-generated technical requests and/or problems and troubleshoots issues to maintain productivity
- Assists with development and implementation of database systems aligned with contract reporting requirements/needs and as appropriate performance tuning/updates.
- Supports training on new software and/or systems required to meet organizational needs
- Keeps up to date on technical advancements by attending educational workshops, reviewing professional publications, and participation in related professional associations.
- Ensures security of all digital systems and servers supporting organizational information
- Works in tandem with the Design Support Specialist in guiding build out of the organization's website to align with technical needs.
- Tracks and monitors data and web presence activity and user experience
- Works supportively with all E-learning platform contractors to ensure ARCQE's software and systems can support professional learning systems used, and also professional learning needs of the users.
- Planning and implementation of project schedules to meet deadlines
- Troubleshooting and resolving issues as needed to support design/communication needs

Qualifications:

- Diploma and/or Degree in computer science, information systems, or related field
- Prior experience working on a Helpdesk, in I.T. or similar technical function preferred
- Excellent problem-solving/troubleshooting skills & ability to communicate technical information in an accessible manner to non-technical employees/contractors
- Process improvement mindset in supporting organizational efficiencies
- Software maintenance and testing capability
- Vendor relations to support technical software/hardware needs
- Basic knowledge of networking principles and operating systems
- Ability to effectively prioritize and execute tasks in a high-pressure environment
- Collaborative mindset and strong interpersonal communication skills
- Excellent organization and time management skills
- Knowledge of script languages such as Python, JavaScript, Java, C#



To Apply:

Please send your resume and cover letter to ARCQE's Executive Director, Corine Ferguson, at info@arcqe.ca.

Application Deadline: 5 PM Mountain Time, August 26th, 2022

Desired start date: September 01st, 2022

Location: ARCQE's provincial office is located in Edmonton but supports work with all members of ARCQE across Alberta.

Remuneration: This is contract position funded annually. Details of remuneration to be reviewed with those selected for interviews.

Only successful candidates will be contacted. Thank you in advance for your interest!