



## IT HelpDesk Technician

Full Time Position – Edmonton, Alberta

Closing date: April 13, 2026

**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.**

Native Counselling Services of Alberta (NCSA) currently is looking for the right individual to fill the full-time position as our IT Helpdesk Technician. The IT Helpdesk Technician will support NCSA various programs and staff throughout Alberta who may require assistance to address their computer issues.

Specific responsibilities of the position include:

- Offering information and support to NCSA staff through our helpdesk (ticketing dashboard connectivity and remote work to workstations and servers).
- Provide front line helpdesk support to NCSA staff via phone, email, remote software and network issues.
- Support NCSA cybersecurity posture by monitoring systems, identifying risks and promote cybersecurity awareness among staff through guidance and training.
- Provide user training, guidance, and clear communication to staff with varying technical skills level.

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's degree in computer science or computer engineering or a related field with experience.
- Troubleshoot and resolve hardware, software and network issues, install, configure and maintain computers, printers and related equipment.
- Experience with OneDrive, Teams, Microsoft 365 and SharePoint administration, permissions and document management is an asset.
- Experience with Server backup tools and Microsoft 365 backup platforms is an asset.
- Maintain accurate documentation and inventory records. Support other offices and travel occasionally for on-site technical needs. Assist with user accounts setup, password resets, and access management.
- Install and update antivirus with user accounts setup, password resets and access management.
- Must have a reliable vehicle, valid Alberta driver's license with confirmation of vehicle insurance to use your vehicle as part of your employment. Occasional travel maybe required to other NCSA on-site locations.
- Must provide current criminal record check, child intervention check upon hire.

Starting salary- \$50,000.00 - \$55,000.00 annual

**Please forward your resume and cover letter to:**

Marg Milicevic, Manager, Human Resources

Email: [careers@ncsa.ca](mailto: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.