**Stó:lō Service Agency – Human Resource Office**
Bldg. # 8A - 7201, Vedder Road, Chilliwack, B.C., Canada, V2R, 4G5
**Tel. (604) 858-3366** **Fax. (604) 824-5342**

*October 22nd, 2026*

# 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 and regional offices.

**QUALIFICATIONS/REQUIREMENTS:**

- Minimum of two (2) years of post-secondary education or training in Information Technology, Computer Systems, Network Administration, or a related technical field.
- Minimum of five (5) years of relevant professional IT experience providing technical support, troubleshooting, and problem resolution for both technical and non-technical users.
- Demonstrated knowledge of computer hardware, operating systems, software applications, peripherals, and office technology.
- Knowledge of IT Service Management (ITSM) principles and practices, including incident management, problem management, and change management.
- Experience maintaining technical documentation, service records, user account records, and IT support procedures, with knowledge of the Information Technology Infrastructure Library (ITIL) framework.
- Ability to work independently, prioritize competing demands, and exercise sound technical judgment with minimal supervision.
- Ability to research, analyze, troubleshoot, document, and implement solutions to complex technical issues.
- Excellent verbal and written communication skills, with the ability to explain technical concepts clearly to individuals with varying levels of technical knowledge.
- Strong analytical and problem-solving skills, including the ability to identify root causes, evaluate solutions, and resolve technical issues efficiently.
- Demonstrated commitment to information security, data privacy, confidentiality, and compliance with organizational IT policies and procedures.
- CompTIA A+ certification or equivalent demonstrable technical knowledge and industry experience.

**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 professional references (i.e. recent supervisors/managers)
- Must hold and maintain a valid Class 5 BC Drivers' License.
- Must successfully pass Criminal Records Check.

**SALARY RANGE:** **$60,000-65,000 based on qualifications.**
**TYPE OF POSITION:** Full-Time with benefits, subject to 3-month probationary period.

**APPLICATIONS DEADLINE:** **DECEMBER 17TH, 2026**

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**

**For information about this and other employment opportunities, visit 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.*