Technical Support Supervisor

Posted by: Caliph Digital Ltd.

Location: Edmonton
Salary: $32.21 Per Hour

Job ID: YJ4545440

Posting Date: 08-Jul-2025

Expiry Date: 28-Jul-2025

Education: College, CEGEP or other non-university certificate or diploma from a program of 1 year to 2 years

Language: English

Vacancies: 2

Experience: 2 years

Job Type: Full Time

Job Description

Title: Technical Support Supervisor

Employer: Caliph Digital Ltd.

Address: 10329 61 Avenue NW suite 1, Edmonton, AB T6H 1K9

Wages: $ 32.21/ hour

Vacancies: 2 vacancies

Joining: As soon as possible

Employment type: Permanent employment, Full time

35 to 40 hours /week

Employment conditions: Day, Morning

Overview

Languages

English

Education

- €€€€€€ College, CEGEP or other non-university certificate or diploma from a program of 1 year to 2 years

Experience

1 year to less than 2 years

Work setting

- €€€€€€ Private company, corporation or industry

Responsibilities

Tasks

- €€€€€€ Communicate electronically and in person with computer users experiencing difficulties to determine and document problems experienced

- Consult user guides, technical manuals and other documents to research and implement solutions

- Provide advice and training to users in response to identified difficulties

- Collect, organize and maintain a problems and solutions log for use by other technical support analysts

- Participate in the redesign of applications and other software

- Supervise other technical support workers in this group

- Provide business systems, network and Internet support to users in response to identified difficulties

- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software

- Perform Web-server backup and recovery operations

- Provide customer service

- Manage incidents

Supervision

- No supervision responsibility

Experience and specialization

Computer and technology knowledge

- Linux

- HTML editing software

- Salesforce

- JavaScript

- MS Office

- €€€€€€ PHP

Benefits

Other benefits

- €€€€€€ Free parking available

- €€€€€€ Parking available

Employment groups

This employer promotes equal employment opportunities for all job applicants, including those self-identifying as a member of these groups: Indigenous people, Newcomers to Canada, Veterans, Youth

How to apply

By email

caliphdigitaljobsedm@gmail.com

The employer accepts applications from:

- €€€€€€ Canadian citizens and permanent residents of Canada.

- €€€€€€ Other candidates with or without a valid Canadian work permit.

To apply for this job vacancy, please send your resume along with a cover letter and a refrence letter from your previous employer to the following email: caliphdigitaljobsedm@gmail.com