



## Technical Support Supervisor

Posted by Caliph Digital Ltd.

**Posting Date :** 15-Jun-2025

**Closing Date :** 05-Jul-2025

**Location :** Edmonton

**Salary :** \$32.21 Per Hour

### Job Requirements

- **Education:** College, CEGEP or other non-university certificate or diploma from a program of 1 year to 2 years
- **Language:** English
- **Years of Experience:** 2 years
- **Vacancy:** 2
- **Job Type:** Full Time
- **Job ID:** DISJ6508451

### 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**

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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](mailto: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 reference letter from your previous employer to the following email: [caliphdigitaljobsedm@gmail.com](mailto:caliphdigitaljobsedm@gmail.com)**

**Posted on Disabled job Portal**