

# **Technical Support Supervisor**

Posted By: Caliph Digital Ltd.

**Location: Edmonton** 

Salary: \$32.21 Per Hour

**JOB ID**: RJ5062550

Posting Date: 04-Nov-2025

Expiry date: 24-Nov-2025

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

year to 2 years

Language: English

Vacancies: 2

Years of 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**

## **Experience**

1 year to less than 2 years

### Work setting

• ∈ ∈ ∈ ∈ ∈ Private company, corporation or industry

# Responsibilities

### **Tasks**

- eeeeee Consult user guides, technical manuals and other documents to research and implement solutions
- EEEEEE Provide advice and training to users in response to identified difficulties
- eeeeee 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
- eeeeee Provide business systems, network and Internet support to users in response to identified difficulties
- EEEEEE 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

- $\bullet \in \in \in \in \in \in Linux$
- ∈ ∈ ∈ ∈ ∈ ∈ HTML editing software
- ∈ ∈ ∈ ∈ ∈ Salesforce
- ∈ ∈ ∈ ∈ ∈ JavaScript
- ∈ ∈ ∈ ∈ ∈ MS Office
- $\bullet \in \in \in \in \in \in \mathsf{PHP}$

# **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

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

# Posted on refugeejobportal.com