TSUUT'INA NATION

HUMAN RESOURCES DEPARTMENT

Address: 9911 Chiila Boulevard, Tsuut'ina, AB T3T 0E1
Phone: 403-281-4455 HR Office: 403-238-6107
Office Hours: 8:00 am – 4:00 pm
Email: jobs@tsuutina.com

EMPLOYMENT OPPORTUNITY

**IT Field Technician - Tier 2 **

REF#2611-10

Title:	IT Field Technician – Tier 2	**Designation:**	Full-Time, Fixed-Term — Three (3) Months
Reference:	2611-10	**Vacancies:**	One (1)
Department:	Information Technology	**Opens:**	November 18, 2026
Portfolio:	Council and Executive	**Closes:**	December 1, 2026
Reports to:	Director of IT	**Posting Type:**	Open to All Applicants

POSITION SUMMARY:

The IT Field Technician – Tier 2 will be responsible for the delivery of advanced onsite and remote technical support within an Information Technology Infrastructure Library (ITIL) framework. This role will serve as the primary escalation point for incidents and service requests beyond the scope of the Tier 1 support team, and will be responsible for diagnosing and resolving them using deeper technical knowledge. When required, the Tier 2 Technician will ensure the timely escalation of more complex network or high-impact issues to the designated personnel or team. This position will focus on timely service restoration, root cause analysis, vendor coordination, and maintaining accurate documentation. The role will also support the Tier 1 Technicians by sharing technical knowledge while contributing to the continuous improvement of service.

DUTIES AND RESPONSIBILITIES:

- *Incident Management and Technical Support*: serve as the escalation point for Tier 1, perform diagnostics, repairs, and installations to restore IT services within agreed service levels, investigate recurring or complex issues and support long-term resolution through problem analysis, and serve as the primary liaison with third-party vendors and manufacturers for specialized technical support.
- *Lifecycle Support and Training*; assist with system configuration, changes, and infrastructure improvements for ongoing projects and service stability. Support the training and guidance of system users and Tier 1 Technicians to promote the efficient and effective use of IT systems.
- *Records, Inventory, and Improvement*; maintain ticket updates and technical records for knowledge management purposes. Support asset, inventory, and license management, including tracking IT equipment and software. Identify process gaps, document solutions, and help meet service quality targets.
- Perform other related duties as assigned by management.

QUALIFICATIONS AND SKILLS:

- Desired Education, Knowledge, and Experience:
  - High School Diploma or GED (CAEC).
  - Post-secondary coursework or a diploma in Information Technology, Computer Systems, or a related field.
  - Entry-level to intermediate IT certifications, such as CompTIA A+, Network+, or ITIL Foundation, are preferred.
  - Three (3) to five (5) years of related experience in IT support, computer systems support, or a technical service desk environment.
  - Experience supporting users, resolving escalated issues, and maintaining IT systems.
  - Experience diagnosing root causes, recommending solutions to recurring or complex issues, and supporting system changes and upgrades.
  - Working knowledge of ITIL concepts, including incident management, problem management, knowledge management, and change enablement.
  - Working knowledge of computer hardware, operating systems, software applications, network connectivity, and IT security fundamentals.
- Personal Attributes:
  - Ability to communicate clearly and professionally in both verbal and written formats.
  - Strong customer service orientation and attention to detail.
  - Demonstrated problem-solving skills and the ability to troubleshoot technical issues independently.
  - Adaptability and a willingness to learn in evolving technical environments.
- General Employment Requirements:
  - Valid Driver's License, and reliable transportation.
  - Criminal Record Check, and Vulnerable Sector Check.
  - Oath of Confidentiality.
  - Willingness to work outside regular business hours for projects, upgrades, or emergencies.
  - Ability to travel between departments or work locations, as required.

NOTE:
This organization adheres to Sections 1 - 9 of the Aboriginal Employee Preference Policy for selection and displacement. All applicants are asked to self-identify during the application process.

Competition Reopened: November 18, 2026
Competition Closes: December 1 @ 11:59 PM MST (Late submissions will not be accepted)

Application Instructions:
Email your cover letter, and resume to jobs@tsuutina.com *OR* submit in-person at HR during office hours.

Please include the **Position Title and Reference Number** in the subject line to ensure it is received.
We thank all applicants in advance, however, only those chosen with the required qualifications will be contacted for an interview.