User Support Technician (NOC 22221)

Job ID
10604

Calgary Trail Family Medical Clinic

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LOCATION	DATE POSTED	EXPIRY DATE	
4821 Calgary Trail NW, Edmonton, AB| Alberta	25-08-2026	21-02-2027	
TYPE OF JOB	**SALARY**	**MIN. EXPERIENCE**	**MIN. EDUCATION**
Full Time	CAD $36.50 / hour	5 year or more	Bachelor's degree

Job Details

• Position: User Support Technician
• Employer: Calgary Trail Family Medical Clinic
• Location: 4821 Calgary Trail NW, Edmonton, AB T6H 5W8
• Vacancies: 1 Vacancy
• Terms of Employment: Permanent, Full-Time (35 – 40 hours/week)
• Salary: $36.50 / hour
• Vacation Pay: 4 % of gross salary (two weeks annually)
• Start Date: As soon as possible

Job Requirements:
• Languages Required: English
• Education: Completion of a college program in computer science, computer programming, or network administration required
• Experience: Previous technical support experience preferred

How to Apply:
• By Email: calgarytrailfmc@gmail.com

Job Description

• Provide first-line technical support to physicians, nurses, and administrative staff for desktops, laptops, tablets, VoIP phones, printers, and medical-device interfaces.
• Troubleshoot EMR connectivity, appointment-booking software, e-fax services, and secure messaging; document incidents in ticketing system and follow through to resolution.
• Install, configure, and update operating systems, application software, and approved mobile apps in accordance with clinic cybersecurity protocols
• Set up new user accounts; manage permissions and backups; monitor network performance and coordinate escalations with external IT vendors or ISP.
• Provide advice, training and support to users; may supervise other technical support staff
• Reproduce, diagnose and resolve technical issues; maintain problems-and-solutions log

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