

Technical Support Supervisor

Posted by: Caliph Digital Ltd.

Posting date: 14-Oct-2025 Closing date: 03-Nov-2025

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

2 years

Language: English

Job location: Edmonton

Salary: \$32.21 Per Hour

Years of Experience: 2 years

Vacancy: 2

Job Type: Full Time

Job id: CAJ6539748

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

- ∈∈∈∈∈∈ 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

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

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:

- ϵ ∈ ϵ ∈ ϵ 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 canadianjobportal.com