



Job Description

Job Title:	IT Support
Location:	Residing in the electoral division preferred; election office to be established in the electoral division in a location approved by the Chief Electoral Officer
Full/Part Time:	Up to 240 hours to be completed during the election period.
Employment Duration:	Contract term to expire on Election Day.

Job Overview:

This role reports to the Returning Officer in the electoral division. The Returning Officer reports to the Office of the Chief Electoral Officer (Elections Alberta), an independent office of the Legislative Assembly of Alberta.

One IT Support Staff is appointed in each provincial electoral division to provide support for the technology used at the returning office and at advance poll locations. The IT Support Staff supports the trainer in conducting training for election officers and provides IT support throughout all advance poll days, as well as general support throughout the election period.

Role:

Under the guidance of the Returning Officer, the IT Support Staff will:

- Assist in opening the returning office, including the set-up of computers, phone and internet, as directed by Elections Alberta.
- Install, configure, monitor, maintain, and troubleshoot all electronic equipment.
- Provide support to election officers with accessing and utilizing their online Learning Management System.
- Support the trainer in completing classroom training, providing additional support to election officers, as needed.
- Prepare equipment for use at the advance polls, including loading software and files, as directed by Elections Alberta.

- Coordinate the delivery of all electronic equipment: either sending the equipment with election officers working the polls, transporting the required equipment personally, or arranging other staff to transport the equipment.
- Provide support during the advance poll days, including the daily setup and close of the polls.
- Assist with the coordination of the return of all equipment to the returning office.
- Support election officers in the completion of their duties, by performing site visits to polling places on Election Day.
- Provide technical support, by phone or in person, throughout the election period.
- Provide assistance as required by the Returning Officer. This can include but is not limited to: assembling kits, answering phones, recruitment support, or filling in for the trainer or AA as necessary.

Eligibility / Restrictions:

All IT Support Staff must be eligible for the role under the *Election Act*. as an election officer (s. 46). This includes meeting the eligibility for appointment as an election officer (s. 46) and not engaging in any political activity during their appointment (s. 12).

Persons Ineligible to be Election Officers (s. 46):

- a) persons who are not electors;
- b) members of the Parliament of Canada;
- c) members of the Legislative Assembly;
- d) councillors under the Municipal Government Act;
- e) trustees of a board of a school division under the Education Act;
- f) candidates;
- g) official agents;
- h) a Chief Financial Officer under the *Election Finances and Contributions Disclosure Act*;
- i) judges of federal or provincial courts;
- j) persons who have, within the immediately preceding 10 years, been convicted of an indictable offence where the penalty that may be imposed for that offence is greater than 2 years' imprisonment.

Prohibited Political Activity:

- Engaging in political activity of behalf of any political party, candidate or constituency association,
- Making a contribution under the *Election Finances and Contributions Disclosure Act*.

Qualifications and Competencies:

Knowledge of:

- the *Election Act*,
- current technology and IT practices.
- proficiency and capability with troubleshooting computers, printers, and other electronic equipment, including:
 - Familiarity with troubleshooting basic problems that may be experienced by users,
 - Internet-based software applications,
 - Providing support over the phone on various software systems, and
 - Taking on additional training with software and equipment to support election officers.

Skills and Abilities:

- Organizational Skills
 - Preparing and organizing equipment for each location and tracking its return.
 - Ability to manage time effectively, multitask and prioritize workload while ensuring the quality of service.
 - Respond to service issues promptly and follow up as required.
- Communication and Interpersonal Skills
 - Communicate clearly and accurately, both oral and written.
 - Ability to communicate technical support clearly in a user-level environment.
 - Actively listen to election officers to analyze the issues being experienced.
 - Remain calm and collected while providing guidance and during tense situations.
- Flexibility
 - This role requires flexibility in both the start date of work as well as the hours of work throughout the election events.
 - Ability to learn new skills.
 - Adaptability to changing timelines.
- Mobility
 - The role requires that applicants be able to lift 9kg (20 pounds) and can sit for extended periods.
 - Access to a vehicle and a valid driver's licence (class 5) is required, as travel within the electoral division is necessary.

Salary:

See Returning Office Staff Fee Schedule.

How to Apply:

For more information about this role and to start the application process, please visit the “Jobs” section of our website, at www.elections.ab.ca/jobs/.

We thank all applicants for their interest. All applications will be reviewed to determine which candidates' education and experience best meet the needs of the role. Only individuals selected for interviews will be contacted. Final candidates for these roles may be asked to undergo a security screening.

This competition may be used to fill future vacancies for provincial and federal election staff roles.