



Job Description

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| 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 180 hours to be completed during the election period |
| Regular/Temporary: | Contract term to expire on Election Day for the next provincial general election |
| Scope: | Open Competition |
| Closing Date: | Until all recruitment is complete |

Job Overview:

This position 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 on Election Day.

Role:

General

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.

Eligibility / Restrictions:

All IT Support Staff must be eligible for appointment as an election officer (s. 46). During their appointment, IT Support Staff should not engage in any political activity.

Persons Ineligible to be Election Officers (s. 46)

- members of the Parliament of Canada,
- members of the Legislative Assembly,
- councillors under the *Municipal Government Act*,
- trustees of a board of trustees under the *School Act*,
- candidates,
- official agents,
- judges of federal or provincial courts,
- 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

Successful candidates must:

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

Skills

Successful candidates should demonstrate:

- 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.

Abilities

The successful candidate should also demonstrate:

- 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 position 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 position 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 position. Only individuals selected for interviews will be contacted. Final candidates for these positions may be asked to undergo a security screening.

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