



Location: Edmonton, Alberta
Start Date: May 1, 2017
Position: Full-time, 6 month with
possibility of extension

About the Organization

First Nations Technical Services Advisory Group Inc. (TSAG) is a not-for-profit provider of quality technical service and training for First Nations in Alberta. TSAG's purpose is to assist First Nations in gaining the tools and knowledge they need to achieve and maintain high standards in technology and services within the community. TSAG also works with the federal government to deliver eHealth and Telehealth solutions to Alberta communities. Clients in remote Alberta communities are able to utilize high definition video conferencing services for education, clinical assessments (Doctor in another location) as well as spending time with loved ones receiving treatment in a hospital far away.

About the Opportunity

- Reporting to the IT Manager and Telehealth Program Lead, this role will support the ongoing delivery of Telehealth services to Alberta First Nations communities. You will be responsible for scheduling, managing and supporting video conferencing services.
- Provide User support as required to the participants of the Telehealth and videoconferences such as answering questions on registration procedures and basic equipment use. Understand and determine user problems and explain procedures, guidelines and processes in understandable fashion to a variety of people.
- Establishing and maintaining relationships with First Nations, Health Canada (FNIHB), Alberta Health Services and other external partners.

Qualifications

A high school diploma with an aptitude for information technology is required. Although supported by a network IT team, a person who can take initiative and think on their feet is required.

Requirements

- Experience working with web based tools is an asset
- Experience creating and updating project documentation
- Knowledge of cultural protocols, history, and cultural values of indigenous peoples
- Excellent interpersonal, oral and written communication skills
- Proven time management skills, with the ability to set priorities and meet deadlines. Must be both an independent self-starter and work well in a team environment
- Ability to work with multiple stakeholder groups
- Demonstrated ability to build strong internal and external relationships
- Demonstrated ability to exercise judgment, problem solve, and work with complex issues
- Flexibility and adaptability to a dynamic project portfolio
- Proficient in MS Office Suite (Word, Power Point, Outlook)
- Existing knowledge of video conferencing technology is an asset
- Existing knowledge of basic information technology and networking is an asset

Working Conditions

Office hours are from 8:30 a.m. to 4:30 p.m. Monday through Friday. Main office is located in Edmonton, AB. Interested applicants can submit a resume and cover letter to Michelle Hoeber, Telehealth Program Lead at mhoeber@tsag.net by midnight April 30, 2017.

About the Benefits

You'll be joining a small, tight-knit and very passionate team who come in each day with a sense of purpose and a love of what they do. You'll also be rewarded with a highly competitive salary, negotiable based on

skills and experience.

Additional employee benefits include: Extensive group insurance package, health care and dental; Competitive vacation, including a bonus week at Christmas!

TSAG is an equal opportunity employer and welcomes applications from all interested parties. We thank you for your interest, however, only those candidates selected for an interview will be contacted. No agencies please.