



Title: Technical Support Specialist

Location: 292109 Prime Close, Rocky View County, AB, T4A 3N5

At Star, our people make the difference. We offer an exciting place to build your career with competitive compensation and benefit packages, company matching RRSP/DPSP program, employee home purchase program and employee discounts.

Job Overview

Reporting to the Manager, Technical Support, as the **Technical Support Specialist** you will provide computer related technical support. You also install, maintain and troubleshoot computer and telecommunication equipment, applications and software.

Your day-to-day responsibilities will include:

- Acting as the primary point of contact for end users and ensuring delivery of excellent service.
- Responding to service tickets and resolving software and hardware operational issues.
- Imaging and installing user workstations and ensuring correct installation of cables, operating systems and appropriate software.
- Providing training to end users on computer usage, software, telephone system and IT policies.
- Monitoring the daily performance of computer systems. Managing all assigned projects according to prescribed budgets and schedules.
- Contributing to technology planning through ongoing research, analysis and evaluation of software and/or hardware to recommend improvements or upgrades.

As our ideal candidate, you are...

- Organized; you effectively manage your time while balancing multiple priorities.
- A strong communicator; you clearly express your thoughts in conversation and in written communication.
- An active listener; you seek to understand and listen to others in a non-judgmental way.
- Detail oriented; you focus on detailed accuracy when dealing with a high volume of work.
- A team player; you contribute as a team member and share equally in the exchange of ideas, concepts and process outcomes.

Essential Requirements

- Degree or Diploma in Information Technology, or equivalent.
- Minimum 3 years of IT support experience.
- Valid driver's licence and access to reliable vehicle.
- Satisfactory verification of criminal record check.
- Advanced knowledge of IT applications, processes, software and equipment. including:
 - Strong knowledge of Microsoft based operating systems with emphasis on Windows 10/11 and Office 365 applications.
 - Experience with Microsoft Teams.
 - Experience with Active Directory.
 - Experience with managing mobile devices.
 - Experience with NewStar Enterprise, Bistrack, Mitek, Citrix, Microsoft Intune and Cisco phone systems.
- Physically able to lift, carry, push or pull object weighing more than 20 lbs.

What We Value

- Creating trusting and successful working relationships.

- Setting clear, measurable and achievable goals.
- Cooperating with team members in an open, positive and respectful manner.
- Staying current with technical job skills.
- Taking responsibility for the outcomes of decisions and actions.

Work Conditions

You primarily work in an office setting during regular business hours. Travel between various office buildings at Star Building Materials is required. Overtime and/or work outside of normal hours is occasionally required.

About Us

Star Building Materials is an independent, wholly owned division of Qualico. Since 1958, Star Building Materials has sourced, manufactured, and supplied quality building materials to builders, developers, renovators, and homeowners. It is our mission to innovate within the construction industry, exploring new methods to help you reduce waste, increase efficiency, and manage project costs.

None of this would be possible without people. We hire only the most forward-thinking, experienced, and passionate staff to serve your building needs. We care deeply about the quality of the products and service you receive, and we invest in our relationships both with our employees and our customers. We aim to reach beyond minimum standards of safety and environmental concerns.

We serve our clients with some of the most innovative building solutions available, including framing and finishing materials, engineered wood floor systems, trusses, drywall, insulation, and a wide selection of related supplies. To learn more, click [here](#).

Qualico welcomes applications from people with disabilities. Accommodations are available upon request during the assessment and selection process.

Candidates being considered will be contacted. We thank you for your interest. Join our [Talent Community](#) to stay up to date on job opportunities and to find out why we have the best reason to come to work every day.

Closing Date: June 17, 2025

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