

Client Support Analyst

Information Technology and Broadcast Services.

Apply by January 23, 2026

Participate in meaningful work

As a member of the Client Support team your focus will be to provide telephone and on-site support of desktop applications and operating systems, workstation set-up, end-user documentation, client training and first-level network support for over 90 offices throughout Alberta.

You will assist with Android and iOS mobile devices, Xerox multifunction devices, routine system maintenance, research and technical recommendations and ensure that all Information Technology Services' approved software and hardware standards are implemented. You are expected to provide timely and creative technical solutions within the LAO's dynamic environment.

This role includes occasional travel to offices for support; a valid driver's license is required.

Contribute to an engaged workplace

You are a technical generalist and self-starter. You have a passion for technology and a forward-looking attention to trends and changes in industry standards.

Your excellent interpersonal and communication skills, demonstrated ability to manage multiple tasks and strong organizational skills are necessary to address the customer service requirements of this position.

Bring your excellence to the LAO

Qualified individuals will possess a relevant post-secondary diploma or university degree, with some practical experience through internships, projects, or related work in technical and client support, and demonstrated experience providing technical solutions in a client service environment.

Your experience includes excellent troubleshooting and problem-solving skills, superior communication skills and organizational abilities. Experience with Microsoft Office Suite (M365), Windows 11 Operating Systems, Microsoft Teams, Maximizer CRM, SCCM and Microsoft Surface Hardware is desired.

Why Choose the LAO

We are offering a salaried position in a skilled, diverse and united workforce, where employees feel engaged, supported, safe, respected and valued. The monthly salary range for this position is \$5,381.67 to \$8,071.19, dependent on qualifications. We support your career development throughout your time with us at the LAO.

We are currently recruiting for two positions: one ongoing and one temporary, one-year term with possibility for extension.

Our comprehensive benefits package includes health and dental options you can choose based on your needs and alter annually at Choice Point time and an annual Health Spending Account to supplement your coverage. As a salaried employee you will also participate in the Alberta public service pension plan (PSPP).

The LAO starts all salaried employees at 15 days of vacation per year and provides a variety of leaves for life events. All employees can access the free and confidential Employee and Family Assistance Program.

To apply for this position, please submit your resumé and a cover letter highlighting your relevant experience to hr@assembly.ab.ca. The deadline for applications is **January 23, 2026**. Only shortlisted candidates will be contacted for an interview.