



Township of Douro-Dummer Job Description

POSITION TITLE: IT Coordinator

REPORTS TO: Chief Administrative Officer (CAO)

DATE REVISED: June 2022

POSITION SUMMARY

In consultation with the CAO, the IT Coordinator is responsible for supporting the installation, configuration and maintenance of new and existing I.T. infrastructure including servers, local area network (LAN), operating systems, database (s), desktops, laptops, software, hardware and peripheral devices such as printers, scanners and mobile/smartphones.

RESPONSIBILITIES

- Collaborates with Township staff to configure and maintain IT system components which may include servers, routers, security appliances, client workstations, various software applications, peripherals and mobile devices.
- Works across a broad range of technologies and liaises across multiple areas of the corporation to resolve incidents, problems and requests. Establishes and maintains network user accounts and related security set ups.
- Installs and maintains hardware and software including updates and enhancements, and ensures related licensing requirements are met. Performs routine maintenance and optimization on PC's, networks, mobile devices and other peripherals for improved performance as approved.
- Assists users with IT related incidents when called upon. Able to quickly analyze diagnose and resolve IT issues and determine best course of action using available resources, perform minor repairs on IT assets and provide support for a

wide range of applications. Solves printing problems as needed. This assistance can be performed in person or remotely as needed.

- Researches and provides input and/or recommendations on computer hardware, peripherals and software acquisition, replacement, modification and/or upgrades. Performs in-depth research and analysis for new initiatives including identifying potential security issues, identify ways to add new functionality to existing systems, and reporting back to the appropriate department.
- Maintain an inventory of all computer hardware and software for warranty, disaster recovery and planning purposes. Rebuilds/salvages and cycles equipment/software resources and reallocates them efficiently.
- Administers a robust back-up system and ensures safeguards are in place to enable the recovery of system data in the event of loss.
- Provides technical support and end user training to all departments in the daily use of computers, software applications, and peripherals such as printers, photocopiers and mobile devices via phone, email or in person, and explains solutions in technical and nontechnical terms.
- Provides project management for various technology projects regarding implementation of new initiatives, which include RFP's, research, liaising with outside agencies, installation and troubleshooting of new software, budget targeting, end-user training and on-going follow-up issues after implementation. Ensure proactive communication with the management team as projects proceed.
- Assists with the development of policies as needed. Having particular regard for the creation of a long term I.T. Strategy that will drive innovation and efficiency.
- Maintain skills and knowledge to remain current in the I.T. field through ongoing professional development and attendance at workshops, seminars and other educational venues.
- Travels to other Township facilities on a regular basis (including both Library branches on a bi-weekly basis).
- Produces and maintains any forms, records, reports and correspondence as required.
- Attends meetings as required.
- Acts as the liaison between the Township and support agencies (i.e. wi-fi host, website host, VPN etc.)
- Responsible to adhere to the Occupational Health and Safety Act and Municipal Health and Safety Policies (including vaccination) and to ensure that employees under his/her supervision adhere to the same.

WORKING RELATIONSHIPS

- Must interact with the CAO, Management Team and Co-workers as needed to obtain and share information required for the successful completion of assignments.
- Ensure the confidentiality of all information in accordance with the Municipal Freedom of Information and Protection of Privacy Act.
- Maintain tact and professionalism at all times.
- Proven ability to communicate effectively in writing with fellow employees, the public and other external contacts for the exchange of information.
- Demonstrated ability to use mental and visual concentration to solve problems, interpret information, formulate ideas and input data.
- Demonstrated ability to establish and maintain constructive working relationships with contacts.

KNOWLEDGE, TRAINING AND QUALIFICATIONS

- Successful completion of a two (2) year post-secondary education program in Computer Science or related discipline.
- Minimum of two (2) years of previous related experience, including experience in a public sector environment. Previous Municipal experience would be considered an asset.
- Current and thorough knowledge of computer hardware and software (i.e. PC workstations, laptops, cell phones, software applications etc.)
- Thorough working knowledge of Microsoft Windows operating systems, including updates and diagnostic software.
- Thorough knowledge of industry standard practices, guidelines, benchmarks, safety policies, procedures and applicable laws relating to information technology.
- Must provide a satisfactory Criminal Record Check.
- Current valid Class G Ontario Driver's License and personal vehicle to travel to various locations.

SKILLS AND COMPETENCIES

- Demonstrated communication and interpersonal skills to explain and exchange information, and resolve issues.
- Excellent analytical and problem-solving skills.
- Ability to deal with multiple tasks and changing priorities.
- Ability to prioritize workload and work with limited supervision.

- Proven organizational skills.
- Self-Starter, able to complete all tasks with minimal supervision.

WORKING CONDITIONS

- Ability to work in an environment that is subject to interruption and demands accuracy and attention to detail.
- The ability to perform multiple functions at any given time.
- Work within the administrative policies and procedures of the Municipality.
- This position does not require the incumbent to supervise or direct the work of others.
- The ability to operate standard office equipment.
- The ability to continually audit, inspect and proofread various written materials with consistent accuracy.
- May be required to provide after hour IT support for critical network failures, upgrades and maintenance.
- Must be able to travel between work locations utilizing a personal vehicle.

MENTAL & PHYSICAL EFFORT

- Shall maintain cordial work relationships with staff, other departments, Council and the public.
- Be a focused listener in situations where full mental attention is required.
- Be able to handle any stress that may arise during various projects.
- Be able to sit for prolonged periods of time and utilize fingers for typing.
- Simple, easy muscular movements and limited intricate or repetitive tasks.
- Typical activities include sitting, standing, visual attention to details and movement of average weight materials.
- Requires visual and mental concentration with respect to details such as facts and figures
- The above descriptions reflect the general details considered necessary to describe the principal functions of the job identified and shall not be considered as a conclusive description of all work required in the position.