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<b>Position:</b>	<b>Information Technology Coordinator</b>
<b>Department:</b>	<b>Administration</b>
<b>Reports to:</b>	<b>Director of Legislative Services/Clerk</b>

### **Position Summary:**

Reporting to the Director of Legislative Services/Clerk, the Information Technology Coordinator shall provide broad-based technical and analytical support for computer hardware, software and network connectivity along with other peripheral equipment including telecommunication systems, equipment and website maintenance. The Information Technology Coordinator also provides information technology security and technological information to all departments, Council and the public.

### **Duties and Key Responsibilities:**

- Provide support to end users on a broad base of network, hardware and software applications;
- Responsible for the research, development, recommendation and maintenance of policies and procedures with respect to Corporate Information Technology, including hardware, software, telecommunications, web, and GIS;
- Responsible for the monitoring and maintenance of the health and protection of the Corporation's network, servers, desktops, laptops and associated peripherals, including the security and daily offsite backups of corporate data, as well as antispam and antivirus programs, and IP addresses; continuous education of users on best practices to reduce risk to corporate systems;
- Recommends and manages the purchase of technology resources, including setup and installation of hardware and software, network accounts and passwords, telecommunication systems, photocopiers, printers and fax machines, and is the Municipality's liaison with technology related companies and agencies when purchasing or coordinating hardware, software and telecommunications requirements;
- Troubleshoot hardware, software and networking system issues and resolve as appropriate, including recommendations as necessary;
- Prepare and deploy computer workstations to Municipal locations including configuration of software and hardware;
- Provides orientation to new users of existing technology, trains staff and Council on existing technology including the potential of the technology;
- Install and configure printers and other peripheral equipment;

- Perform analysis of systems, recommend action, and undertake deployment of remedies and upgrades;
- Responsible for implementation and maintenance of cyber security protocols;
- Responsible for ensuring disaster recovery plans are well documented, communicated, and tested to ensure the Municipality can resume operations within the criteria identified in the plans;
- Ensures a current and accurate inventory of technology hardware, software and resources is maintained. Identify and prepare hardware for disposal, ensuring hardware is stripped and secured before disposal;
- Conduct training sessions and provide advice to end users regarding information technology security and the proper configuration and use of hardware and software;
- Attend meetings related to the GIS and Information Technology activities and to interface with other municipalities in order that GIS and Information Technology data is transferred and interpreted successfully. Maintains effective and cooperative liaison & exchanges information with staff, government agencies, consultants, representatives of other municipalities and other organizations;
- Uses a network of professional contacts to identify opportunities, gather market intelligence and seek input to problems and to analyze new and emerging technologies; keep Management Team apprised of opportunities and advances in technology that could provide economic or environmental benefit to the Municipality;
- Prepare reports and attend Council, Committee and other internal/external meetings and special events as required; make presentations, provide advice/guidance; make recommendations on standards and levels of service, policies and procedures;
- Maintain confidentiality as per the requirements of the Municipal Freedom of Information and Protection of Privacy Act and Municipal policies;
- May be required to work flexible shifts including evenings and weekends;
- Work in compliance with the Occupational Health and Safety Act, WHMIS, applicable legislation, regulations, statutes, and departmental policies, procedures, practices and operational guidelines, and perform safe work practices;
- Demonstrates commitment to personal and professional development by remaining current with legislation, regulations, organizational theory and practices relating to the functions of the department in order that professional competence is maintained; and
- Other duties as assigned by the Director of Legislative Services/Clerk.

**Position Qualifications:**

- Must possess a University degree or a 3 year College diploma in the Information Technology field;
- Minimum three (3) to five (5) years progressive experience;
- Must possess computer proficiency as it relates to the overall operation of the Corporation's information technology systems and databases;
- Ability to develop short and long term plans and strategies to meet deliverables of projects;
- Experience with relationship database integration and data warehousing / dashboards a definite asset;
- Must possess a working knowledge of municipal government operations including the function of individual departments within the corporation;
- Must possess a working knowledge of computer/network maintenance and troubleshooting techniques;
- Requires security based knowledge in several areas, including: security tools and programs that are currently available, business security practices and procedures, hardware/software security implementation, understanding of firewall technologies, encryption techniques/tools, IDS/IPS knowledge, various communication protocols;
- Strong ability to problem solve, determine cause and effect, and evaluate various courses of action to recommend and communicate strategies;
- Deal courteously and effectively with elected officials, the general public/residents, staff, other departmental/corporate contacts, businesses and other levels of government;
- Thorough knowledge and understanding of Health and Safety standards governing the Municipality under the Occupational Health and Safety Act;
- Must ensure a high level of confidentiality, integrity and professionalism, along with superior client service skills at all times;
- Excellent interpersonal, public relations, project time management, analytical, communication, presentation, record keeping, problem-solving and report-writing skills.
- Availability to attend evening and/or weekend meetings or other events as required;
- Must possess and maintain a valid Class G Driver's License; and
- Valid and satisfactory Criminal Background Check.

**Acknowledgement**

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_