



Information Technology Technician Tay Township - Employment Opportunity

Full-Time, Permanent Position

Tay Township, located on the sunset shores of Georgian Bay, is seeking an individual who thrives in a culture of change and progression to join #TeamTay as an Information Technology Technician, an integral and valued role on the Township's Corporate Services Team. We are looking for adaptability to our growing and evolving Municipality and demonstrated enthusiasm for positively impacting the Corporation and our Community as one.

Reporting to the Manager of Communications and Technology Services or their designate, the Information Technology Technician acts as on-site information technology support in coordination with the Townships' Managed Service Information Technology Provider. The position is responsible for the maintenance of end-user computing devices including, but not limited to desktops, laptops, mobile phones, tablets, thin clients, printers, mobile devices, Council AV equipment, and security cameras and is also involved in various project-oriented work (i.e., software solutions).

Key Qualifications

- Completion of post-secondary education from an accredited educational institution, in Technology, or another relevant discipline.
- Three (3) years of related, progressive work experience in a managed computer network environment.
- Configuration, maintenance, and troubleshooting experience with currently supported Microsoft Windows operating systems in an Active Directory domain environment.
- Advanced knowledge of common office applications such as Microsoft 365 Applications, and web browsers, and experience providing training and support to end users.
- Understanding of IT security, operating systems, software applications, computer hardware, cloud and SaaS systems, network systems, programming, and telecommunication systems.

- Problem-solving, research, analytical, critical thinking, and listening skills to research, evaluate, and recommend action and to diagnose problems and determine steps necessary to achieve an effective solution.

The compensation range for this full-time, permanent position is \$35.17 to \$41.15 per hour with a 35-hour work week. We also offer a comprehensive pension and benefit package (conditions may apply).

Join #TeamTay today and help transform the way local government connects with the community it serves.

Interested applicants are encouraged to do the following:

1. Reference the complete position description including comprehensive qualifications available on the Tay Township website – www.tay.ca/jobs
2. Please submit a cover letter and resume via email by **4:00 p.m., Wednesday, December 4, 2024**, to the attention of **Human Resources (HR@Tay.ca)**.

Application Notes:

- Please reference '**2024-021**' within the email subject line.
- Please indicate how you heard about this opportunity within your application.

We appreciate the interest of all applicants, however, only those candidates selected for consideration will be contacted. Only applications submitted through email communication will be accepted. All applicants must provide a valid email address for communication purposes. Written correspondence pertaining to this recruitment may be sent to the email address provided.

Personal information collected under the authority of the Municipal Act and in accordance with the Municipal Freedom of Information and Protection of Privacy Act will only be used to determine eligibility for potential employment. Tay Township is an inclusive employer committed to providing a fully accessible recruitment process. Please contact us during the recruitment process and let us know what accessible support you may need.

Posted: 2024-11-13



**POSITION DESCRIPTION
TAY TOWNSHIP**

Position Title: Information Technology Technician	
Position Classification: Administration Staff	Pay Band: 5
Department/Division: Corporate Services/Communications and Technology Services	Reports to (Directly): Manager of Communications and Technology Services
Direct Reports: None	Indirect Reports: None
Revision Date (s): November 2024; June 2024; March 2023; January 2022; May 2019	Hours Per Week: 35

Position Summary:

Reporting to the Manager of Communications and Technology Services (“Manager”) or their designate, the Information Technology (“IT”) Technician acts as on-site information technology support in coordination with the Townships’ Managed Service Information Technology Provider. The position is responsible for the maintenance of end-user computing devices including, but not limited to desktops, laptops, mobile phones, tablets, thin clients, printers, mobile devices, Council AV equipment, and security cameras and is also involved in various project-oriented work (i.e., software solutions).

Responsibilities:

1. Provides first-level, on-site support to end users on a broad base of network, hardware, and software applications in a timely and efficient manner, ensuring completion and follow-up, as required.
2. Prioritizes IT security always to ensure a safe and secure digital environment.
3. Troubleshoots workstation hardware failures and repairs and/or coordinates repairs with the applicable vendor.

4. Prepares and deploys computer workstations to Township locations including the configuration of software and hardware.
5. Installs and configures printers and other peripheral equipment.
6. Securely installs, configures, and deploys hardware and software at the workstation and network level, including the appropriate access rights.
7. Performs analysis of systems, recommends action, and undertakes deployment of remedies and upgrades.
8. Participates and assists in the implementation, maintenance, and training of cyber security awareness and protocols.
9. Researches, evaluates, comprehensively summarizes, and recommends options related to software upgrades, IT systems, and related equipment etc., and provides the same to internal stakeholder(s) for review and approval.
10. Updates hardware and software inventories and databases as required; orders supplies and maintains and tracks technology inventory; assists in asset management of computers, laptops, and related peripheral equipment in collaboration with the Financial Analyst.
11. Conducts training sessions and provides advice to end users regarding IT security and the effective and proper configuration and use of hardware and software; conducts IT onboarding sessions.
12. Escalates problems directly to vendors, managed service providers, and/or the Manager, as appropriate.
13. Supports the research, development, and implementation of IT strategies, policies, and procedures that help build and maintain effective, secure, and sustainable systems and processes; develops project plans, tracks, and provides input, and documents project progress.
14. Provides IT support during emergencies, including the provision of phone, computer, and software to staff and outside agencies as required.
15. Primary administrator for the Township's backend phone portal; focuses on maintaining the phone portal backend (e.g., editing/adding new users, forwarding calls, soft phone use, and other maintenance, as required).
16. Oversees the cell phone inventory, life cycle and maintenance of all mobile devices (Android and iOS), including enrollment, configuration, and ongoing management through InTune.
17. Ensures the proper functioning and maintenance of the Township's security camera equipment and system recording in coordination with internal stakeholders and the external vendor, as required.
18. At the discretion of the Manager, researches and prepares reports and attends Corporate Services Committee meetings to advise on

Communications and Technology Services Division-related activities and matters; attends department/division meetings and other meetings as required.

19. Undertakes representative duties as IT Technician within the community and inter-municipally as required/directed; and acts as an 'ambassador' for the Township supporting and championing corporate goals and decisions within the community in a courteous, friendly, and efficient manner to always promote a high standard of customer service and public relations.
20. Participates in after-hours support, in conjunction with the Township's Managed Service Provider to respond to emergency and critical operational issues, as required.
21. Remains current with developments, trends, and advances in the IT field; conducts research and reports on current and emerging IT technologies and best practices.
22. Provides input to the Manager for the department budget for recommendation to the Chief Administrative Officer, and ultimately Council.
23. Manages documents in accordance with the Township's Records and Information Management (RIM) system and The Ontario Municipal Records Management System (TOMRMS), including ensuring that confidential information (property owners, staff, and confidential matters) remains secure.
24. Models the Township's values by learning, being comfortable with new ideas, and having the curiosity to seek innovation and the courage to seek change; explores new technologies/best practices to re-think administrative practices and identify initiatives that can deliver greater benefit for Tay community members.
25. Demonstrates commitment to personal and professional development by remaining current with new legislation, regulations and technology, organizational theory and practices relating to the functions of the Township in order that professional competency is maintained.
26. Develops and maintains a contact network with professionals in the field and counterparts in other municipalities and public sector organizations to remain current and invested in shared services and programs.
27. Maintains a high degree of confidentiality and security of information; where information is developed before Staff/Public release, ensures the confidentiality of information produced.
28. Ensures compliance with the Occupational Health and Safety Act and other applicable legislation by following the Township's Health and Safety program, procedures, and best practices.

29. Performs other related tasks and functions as assigned that are required or determined by the Township's requirements relative to the nature of the position. The responsibilities listed above are not intended to be an inclusive list. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Qualifications:

Education, Certifications, and Training

- ❑ Completion of post-secondary education from an accredited educational institution, in Technology, or another relevant discipline.
- ❑ Class 'G' driver's licence in good standing.
- ❑ Commitment to continuing education and professional development; willing to attend conferences, courses and seminars as required, some of which may require overnight accommodation.

Experience

- ❑ Three (3) years of related, progressive work experience in a managed computer network environment.
- ❑ Configuration, maintenance, and troubleshooting experience with currently supported Microsoft Windows operating systems in an Active Directory domain environment.
- ❑ Experience with and knowledge of the following programs/software:
 - Azure Active Directory
 - Microsoft 365 Applications, including SharePoint and Teams.
 - MS Exchange Online
 - InTune
- ❑ Experience with and knowledge of the following programs/software or similar is considered an asset:
 - CloudPermit
 - Laserfiche
 - PSD Citywide

Knowledge

- ❑ Advanced knowledge of common office applications such as Microsoft 365 Applications, and web browsers, and experience providing training and support to end users.
- ❑ Understanding of IT security, operating systems, software applications,

computer hardware, cloud and SaaS systems, network systems, programming, and telecommunication systems.

- ❑ In-depth knowledge of computer operating systems, particularly Windows desktop and server technology and Mobile Operating Systems (Android and iOS).
- ❑ Knowledge of firewalls, virtual private networks (VPN), and local and wide area networking concepts, including cabling, switches, Ethernet, and related protocols.

Skills and Competencies

- ❑ Superior computer skills including document management, word processing, spreadsheet, and presentation software, internet and e-mail programs and related office equipment; internet-based research proficiency is essential.
- ❑ Problem-solving, research, analytical, critical thinking, and listening skills to research, evaluate, and recommend action and to diagnose problems and determine steps necessary to achieve an effective solution.
- ❑ Ability to communicate effectively and provide instruction to users with varying levels of technical understanding; ability to translate complicated technical language into layperson terms for training purposes.
- ❑ High level of integrity and professionalism, along with superior client and customer service skills.
- ❑ Ability to adapt, prioritize, and be consistently productive with constant interruptions.
- ❑ Excellent and concise writing skills with a prominent level of accuracy; exemplary proofreading skills and careful attention to detail.
- ❑ Must possess and exercise exemplary oral communication skills as well as an effective presentation style and method; advanced analytical, organizational, and research skills, with the ability to problem solve.
- ❑ Developed acumen, emotional intelligence, and interpersonal and public relations skills to deal courteously and effectively with all levels of staff and government, elected officials, committees, community groups and organizations, and the public with the ability to always exercise integrity, tact, and good judgement.
- ❑ Well organized, flexible, and able to deal with multiple priorities; organizes own time effectively, prioritizes appropriately, prepares in advance, and sets realistic timeframes; ensures all activities and resources are utilized efficiently and effectively, and monitors progress toward operational or strategic objectives; ability to prioritize workload considering competing interests, and adapts readily to rapidly changing

demands, circumstances, and deadlines; ability to work independently with minimal supervision.

- ❑ Comfortable with innovative ideas and has the curiosity to seek new opportunities and implement change; self-assured and confident; driven towards results while constantly problem-solving and learning; recognizes and adapts to evolving conditions; translates knowledge and ideas into action and tangible and measurable outcomes.
- ❑ Demonstrated ability to relate to and/or appreciate all levels of stakeholders with multiple and sometimes competing priorities.
- ❑ Collaborative team player focused on practical, timely solutions; demonstrated team building and relationship management skills and a proven ability to work across departments and with stakeholders; establishes and maintains effective working relationships with Staff and the Leadership Team.
- ❑ Resolves conflicts without major disruption to workflows or interpersonal relationships.

Effort, Physical Demands and Working Conditions:

- ❑ Regular workweek – 35 hours; occasional requirement to attend evening Council meetings and events/meetings outside of the regular workweek; attendance/response may be required in the event of emergencies or critical situations requiring an immediate response in accordance with Township policy.
- ❑ Performance of duties normally takes place in an indoor, office environment; environments also include out-of-office events/meetings and off-site indoor/outdoor environments; required to occasionally attend conferences, events, meetings, and/or training, at locations outside of Tay Township, that may require overnight accommodation.
- ❑ Position involves physical efforts of crawling, crouching, lifting, reaching, sitting, standing, walking, lifting, and prolonged computer/office equipment use. Physical work in awkward physical positions and locations is required (i.e., installing wiring under a desk)
- ❑ Position involves mental and visual concentration with close attention to detail, including reading, analyzing, writing, providing, and presenting information, balancing multiple demands, dealing with interruptions/distractions, and addressing evolving and tight deadlines.
- ❑ Position requires the analysis of information to interpret trends of results and accountability for quality and timeliness of work and reliability in achieving excellent results; a developed degree of accuracy and autonomy is required. There is a requirement for independent judgment, initiative and creativity, and original research; accountability for quality

and timeliness of work and reliability in achieving excellent results.

- Problem-solving/decision-making efforts and responsibilities include an extensive and multi-faceted degree of analysis; decisions are to be made within the corporate mandate by contributing to and following the adaptation, preparation, and coordination of methods, guidelines, policies, or procedures; position requires confidentiality and discretion in many aspects of the work.

Employment Conditions:

- Satisfactory Criminal Record and Judicial Matters Check (CRJMC) provided via the Ontario Provincial Police.