



# INFORMATION TECHNOLOGY TECHNICIAN

## *The Corporation of the Township of Tay*

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We are seeking an Information Technology Technician who thrives in a culture of change and progression to join our collaborative Modernization and Corporate Initiatives Team. #TeamTay members are forward-thinking collaborators driven to innovate and modernize local government. We are looking for adaptability to our growing and evolving Municipality and enthusiasm for making a positive impact on the Corporation and our Community as one.

Tay Township is located on the sunset shores of Georgian Bay. Our communities of Port McNicoll, Victoria Harbour, Waubaushene, and Waverley combine the perfect balance of urban and rural households. Tay Township is a four-season destination offering inclusive cultural and recreational activities for all ages.

Reporting to the Manager of Communications and Technology 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, electronic signs, desktops, laptops, tablets, thin clients, printers, mobile devices, and Council AV equipment and is also involved in various project-oriented work (i.e., software solutions).

The position requires the completion of post-secondary education from an accredited educational institution, or equivalent training and/or experience, in Technology, or another relevant discipline, a Class 'G' Driver's Licence in good standing, a minimum of 3 years of related professional experience in a managed computer network environment preferably in a municipal or public sector environment, knowledge and experience with Microsoft 365, MS Exchange Online and Azure Active Directory, and configuration, maintenance, and troubleshooting experience with currently supported Microsoft Windows operating systems in an Active Directory domain environment.

The salary range for this full-time, permanent position is \$31.12 to \$36.40 per hour. We also offer a comprehensive pension and benefit package (conditions may apply). The normal work week is 35 hours with some overtime required to work occasional evenings to attend evening meetings or to perform maintenance or support major upgrades outside of regular work hours.

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**Join our team today and help transform the way local government connects with the community it serves.**

Qualified and interested applicants are encouraged to do the following:

1. Reference the complete position description available on the Tay Township website – [www.tay.ca/jobs](http://www.tay.ca/jobs)
2. Submit a cover letter and resume via e-mail by **4:00 p.m., Wednesday, March 29, 2023**, to the attention of:
  - **Human Resources**
  - E-mail: HR@Tay.ca
  - Note: **(1)** Please reference '**IT TECH**' within the subject line and **(2)** indicate how you heard about this opportunity within your application.

**We kindly thank all applicants who apply, but only those candidates selected for an interview will be contacted.** 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 for candidate selection. The Township of Tay is an equal-opportunity employer. In accordance with the Accessible Canada Act, 2019 and all applicable provincial accessibility standards, upon request, accommodation will be provided by the Township of Tay throughout the recruitment, selection and/or assessment process for applicants with disabilities.

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**TAY TOWNSHIP  
POSITION DESCRIPTION**

<b>Position Title:</b> Information Technology Technician	
<b>Department/Division:</b> Modernization and Corporate Initiatives/Communications and Technology	<b>Reports to (Directly):</b> Manager of Communications and Technology
<b>Direct Reports:</b> None	<b>Indirect Reports:</b> None
<b>Pay Band:</b> 5	<b>Hours Per Week:</b> 35
<b>Creation Date:</b> May 2019	<b>Revision Date (s):</b> March 2023; January 2022

**Position Summary:**

Reporting to the Manager of Communications and Technology 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, electronic signs, desktops, laptops, tablets, thin clients, printers, mobile devices, and Council AV equipment and is also involved in various project-oriented work (i.e., software solutions).

**Responsibilities:**

1. 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.
2. Provides first-level, on-site support to end users on a broad base of network, hardware, and software applications.
3. Prioritizes information technology security always to ensure a safe and

- secure digital environment.
4. Securely installs, configures, and deploys hardware and software at the workstation and network level, including the appropriate access rights.
  5. Troubleshoots workstation hardware failures and repairs and/or coordinates repairs with the appropriate vendor.
  6. Prepares and deploys computer workstations to municipal locations including the configuration of software and hardware.
  7. Installs and configures printers and other peripheral equipment.
  8. Performs analysis of systems, recommends action, and undertakes deployment of remedies and upgrades.
  9. Participates and assists in the implementation and maintenance of cyber security protocols.
  10. Updates hardware and software inventories and databases as required.
  11. Conducts training sessions and provides advice to end users regarding information technology security and the proper configuration and use of hardware and software.
  12. Provides IT support during emergencies, including the provision of phone, computer, software, network and mapping services to staff and outside agencies as required.
  13. Point of contact to produce large format prints as required.
  14. Primary administrator for the Township's backend phone portal; Focus on maintaining the phone portal backend (e.g., editing/adding new users, forwarding calls, and other maintenance).
  15. Undertakes representative duties as Information Technology 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.
  16. Participates in after-hours support, in conjunction with the Township's Managed Service Provider to respond to emergency and critical operational issues, as required.
  17. Remains current with developments, trends, and advances in the Information Technology field; Conducts research and reports on current and emerging IT technologies and best practices.
  18. Develops and maintains a contact network with professionals in the field and counterparts in other municipalities.
  19. Maintains a high degree of confidentiality and security of information. Where information is developed prior to Staff/Public release, ensures the

confidentiality of information produced for Council and other sensitive information consumers.

20. 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.
21. Performs other related tasks and functions as assigned that are required or dictated by the Municipality's needs 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 and Training**

- ❑ Completion of post-secondary education from an accredited educational institution, or equivalent training and/or experience, in Technology, or another relevant discipline.
- ❑ CIPS (Canadian Information Processing Society) Designation (AITP, I.S.P., or ITCP) in good standing is considered an asset.
- ❑ Commitment to continuing education and professional development; willing to attend conferences, courses and seminars as required, some of which may require overnight accommodation.
- ❑ Class 'G' driver's licence in good standing.

#### **Experience**

- ❑ Minimum of 3 years of related professional experience in a managed computer network environment.
- ❑ Knowledge and experience with Microsoft 365, MS Exchange Online and Azure Active Directory.
- ❑ Configuration, maintenance, and troubleshooting experience with currently supported Microsoft Windows operating systems in an Active Directory domain environment.

#### **Knowledge**

- ❑ Expert knowledge of common office applications such as Microsoft Office Suite, popular web browsers, and Adobe Suite and experience providing training and support to end users.
- ❑ Understanding of information technology 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.
- ❑ Knowledge of firewalls and virtual private networks, local and wide area networking concepts, including cabling, switches, Ethernet, and related protocols, is considered an asset.

### **Skills and Competencies**

- ❑ A high level of integrity and professionalism, along with superior client service skills.
- ❑ Problem-solving, research, analytical and critical thinking skills to diagnose problems and determine steps necessary to achieve an effective solution.
- ❑ Strong written and verbal communication skills and analytical skills. Exceptional command of the English language, including grammar, punctuation, and spelling.
- ❑ Ability to communicate effectively to users with varying levels of computer understanding. Ability to translate complicated technical language into layperson terms for training purposes.
- ❑ Demonstrated prioritization, organization, and time management skills, must be capable of working under tight deadlines and in a multi-task setting with frequent interruptions.
- ❑ Advanced research and analytical skills, with the ability to problem solve.
- ❑ Superior acumen as well as 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 exercise tact, diplomacy, and good judgement always.
- ❑ Well organized, flexible, and able to deal with multiple priorities; organizes own time effectively, prioritizes and delegates appropriately, prepares in advance and sets realistic timeframes; ensures all activities and resources are used efficiently and effectively, and monitors progress toward operational or strategic objectives; ability to prioritize workload; considers competing interests, and adapts readily to rapidly changing demands, circumstances, and unrelenting deadlines.
- ❑ Comfortable with new ideas and has the curiosity to seek new opportunities and implement change. Collaborative and focused on practical, timely solutions. Self-assured and confident; drives towards results while constantly problem-solving. Learns quickly; 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.

- The ability to be productive with constant interruptions.
- Resolve conflicts without major disruption to workflows or interpersonal relationships.

**Effort, Physical Demands and Working Conditions:**

- Normal workweek – 35 hours, predominantly Monday to Friday. May be required to respond to emergency and critical operational issues after hours and participate in an after-hours on-call rotation.
- Required to work occasional evenings to attend evening meetings or to perform maintenance or support major upgrades outside of regular work hours.
- Performance of duties normally takes place in an office environment. Environments also include out-of-office meetings and off-site indoor/outdoor environments. Required, from time to time, to attend meetings, seminars/conferences requiring overnight accommodations and driving to locations within and outside of the Township.
- Position involves physical efforts of crawling, crouching, lifting, reaching, sitting, standing, walking, lifting, and prolonged computer/office equipment use. Some work in awkward physical positions and places is required.
- Position involves attentive listening and both mental and visual concentration with close attention to detail, including reading, analyzing, writing, providing, and presenting information.