



IT Service Desk Coordinator

Position Code: 152

Pay Band: 8

Department: Customer &
Corporate Service

Effective: September 2020

Division: Information Technology
Services

Revised: September 2025,
January 2022

Reports To: Manager, Information
Technology Services

Status: Permanent Full-Time
Non-Union

Direct Reports: None

Indirect Reports: None

Position Summary

Reporting to the Manager, Information Technology (IT) Services, the IT Service Desk Coordinator provides first level troubleshooting, support, maintenance and customer service to staff. The position works closely with the IT Systems Administrator to resolve most software and hardware related problems and assists the division with special projects as required.

Duties and Responsibilities

1. IT Service Desk Support (85%):

- (a) Provide Level 1 service desk support including hardware, software, and peripherals' support with some exposure to telephony, building security systems and access control systems. Respond to end user requests for service, through email, phone and help desk ticketing system. Communicate incident status and resolution and/or escalate as required.
- (b) Set up and configuration of new equipment and related hardware upgrades including desktops/laptops, tablets, desk phones, cellular phones, printers, networking, servers, and storage.
- (c) Assist with day-to-day upkeep of Microsoft Active Directory and user account management in all software applications. Maintain endpoint protection software.
- (d) Ongoing day-to-day upkeep of Microsoft 365 services.
- (e) Assist with software migration projects and provide support for issues arising from technology upgrades.
- (f) Liaise with various software support vendors and coordinate hardware warranty repairs with appropriate vendors.

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- (g) Assist with Employee onboarding process including the coordination of hardware procurement, new staff orientations and training.

2. Other division functions (15%):

- (a) Develop, update and improve service desk procedures and documentation as required. Assist the division with creating and updating policies as required.
- (b) Maintain hardware and software asset inventory, ensure secure disposal or sale of outdated equipment.
- (c) Track and report on service desk metrics, including ticket resolution rates and user satisfaction.

Work in compliance with the Highway Traffic Act, Occupational Health and Safety Act, WHMIS, applicable legislation, regulations, statutes and departmental policies/procedures/practices and operational guidelines. Ensure that all necessary personal protective equipment (e.g., safety boots, hard hat, reflective vest, gloves, hearing protection, eye protection, etc.) are used and are maintained in good condition.

Perform other related duties, as assigned, that are in accordance with job responsibilities and/or necessary departmental or corporate objectives.

Knowledge, Skills and Experience

1. Post-secondary education in IT or related discipline.
2. Three (3) years demonstrated experience in the IT field providing end-user technical support. Demonstrated experience administrating a Microsoft 365 environment is essential including User Administration, Exchange, Intune, Identity and SharePoint.
3. Demonstrated experience administrating Microsoft Active Directory, Group Policy, Windows Server Update Services and other associated Microsoft technologies. Knowledge of ITIL and IT Service Management best practices is an asset.
4. Excellent administrative, communication, interpersonal, organizational, time management, and public relations skills, together with the ability to use tact and discretion and to deal courteously and effectively with the public and fellow staff members. Ability to communicate effectively and provide training to users with varying levels of computer understanding.
5. Ability to multi-task, cope with interruptions and work under pressure to meet multiple deadlines, exercise discretion and good judgment particularly when handling highly confidential/sensitive information. Possess a high level of initiative and personal integrity.

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6. Experience with Municipal Software (e.g., Microsoft Great Plains, Work tech, Cityview, PerfectMind) and GIS software would be an asset. Experience with PBX phone systems, cellular technology and structured cabling would be an asset.
7. Valid Class “G” driver’s license and current Driver’s Abstract with results satisfactory to the employer. Ability and willingness to travel within the community as required.
8. Possess a current Criminal Record & Judicial Matters Check (Level 2) with results satisfactory to the employer, and a valid standard first aid & CPR/AED Level C certification (or willing to obtain).

Physical Demands and Working Conditions

Physical Effort: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Physical demands require no undue fatigue regarding sitting, standing and walking. Daily tasks may include operating a computer, meetings, training, analysis of various information and computer work. Individual must operate office equipment such as computers and multi-function copiers. (90%) Light physical effort while driving (sitting). Moderate physical effort includes some awkward positions (bending, stooping, kneeling, ladder climbing), crawling in crawlspaces and attics. (10%)

Normal hours of work are thirty-five (35) hours per week, usually Monday through Friday. Normal shifts are seven (7) hours plus a one (1) hour unpaid meal break. Flexibility in scheduling is necessary as there may be the occasional requirement to attend to functions outside of normal work hours, change shifts to work evenings or weekends to accommodate projects or for after-hours customer service initiatives, or to work overtime as needed.

Physical Environment: Work is conducted in a standard office environment. (80%) Work involves travelling to other Municipal buildings or off-site locations, site visits, out of town meetings and training held in meeting rooms or conference rooms. (20%) This position may be considered suitable for a hybrid work arrangement per Employer policy.

Sensory Attention: Visual concentration and repetitive keyboarding tasks. Ability to coordinate hands and eyes rapidly and accurately when using equipment. Periods of continual visual concentration and must be able to distinguish numbers and characters on an electronic screen. Vision abilities required include close vision, colour vision and ability to adjust focus. (70%) Requires the ability to prepare and read letters/correspondence, etc. The ability to communicate effectively including explaining processes instructions and speaking before groups of people. (30%)

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Stress: Limited mental stress, in normal situations with limited pressure where the seriousness of the outcome is limited. (75%) Occasional exposure to disgruntled members of the public. (15%) Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress (10%)

Contacts and Dimensions

Director Reports:	0
Indirect Reports:	0
Total Employees Serviced:	0
Other Working Relationships:	Position communicates regularly with staff and elected officials.
Budget:	n/a
Salary Budget:	n/a

Review and Signatures

Employee Name: _____	
Signature: _____	Date: _____
Supervisor Signature: _____	Date: _____
Manager/HR Signature: _____	Date: _____