



# Information Technology Support

**Position Code:** 327

**Pay Band:** 4

**Department:** Customer & Corporate Services

**Effective:** November 2017

**Division:** Information Technology

**Revised:** January 2026, February 2023

**Reports To:** Manager, Information Technology Services

**Status:** Seasonal Full-Time Non-Union

**Direct Reports:** None

**Indirect Reports:** Note

## Position Summary

Reporting to the Manager, Information Technology (IT) Services, the IT Support will assist in the development and support of technology services and provide support to the division to ensure the needs of the organization's staff are met. This position will work closely with the Service Desk Coordinator and assist the division with special projects as required. The main duties and responsibilities of the position are in the areas of IT service desk support and other division initiatives.

## Duties and Responsibilities

### 1. IT Service Desk Support (70%):

- a. Responsible for all engineering Assist with hardware upgrades including desktops/laptops, tablets, printers, networking, servers and storage.
- b. Provide technology support to users both onsite and remote including hardware, software and peripherals support with some exposure to telephony and building security systems.
- c. Assist with day-to-day upkeep of user and email accounts including password resets and user attribute improvements and cleanup.

### 2. Other Division Initiatives (30%):

- a. Assist with division initiatives such as hardware/software inventories, documentation of policies, standard operating procedures and networking.

## Knowledge, Skills and Experience

1. Degree in Civil Engineering or related discipline. Enrolled in (or recent graduate) of a post-secondary institution with studies primarily related to IT or a related discipline.

# Position Description

## Information Technology Support

2. Proficiency in Microsoft Office 365 Suite of products including Teams. Experience in Microsoft Active Directory, Group Policy and associated Microsoft Server technologies.
3. Experience with computer hardware and software deployment, troubleshooting and repair. Experience with GIS or Sharepoint would be an asset.
4. Demonstrated customer service skills along with the ability to communicate effectively, both verbally and in writing, to provide training to users with varying levels of computer understanding. Ability to work independently and as part of a team.
5. Good 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.
6. Ability to multi-task, cope with interruptions and work under pressure to meet multiple deadlines, exercise discretion and judgment particularly when handling confidential/sensitive information. Possess initiative and personal integrity.
7. Valid Class 'G' Driver's license and access to a reliable vehicle to use on corporate business. Ability and willingness to travel within the community as required.
8. Possess a Criminal Record & Judicial Matters Check (Level 2) with results satisfactory to the Employer, and a valid standard first aid and CPR/AED level "C" certificate (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 accommodations 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, copiers, faxes, scanners and adding machines. (90%) Light physical effort while driving (sitting). Moderate physical effort including 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, 8:30 a.m. to 4:30 p.m. with 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 high volume periods or for after-hours customer service initiatives, or to work extra hours as needed.

# Position Description

## Information Technology Support

**Physical Environment:** Work is conducted in a standard office environment. (80%) Work involves travelling to other Municipal buildings or off-site locations, site visits, and training held in meeting rooms or conference rooms. (20%) This position is fully on-site.

**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 a variety of reports, technical documents, letters/correspondence, etc. The ability to communicate effectively including explaining processes instructions and speaking before groups of people. (30%)

**Stress:** Limited mental stress, in normal situations with limited pressure where the seriousness of the outcome is limited. (85%) Occasional exposure to disgruntled members of the public. (10%) Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress (5%)

### Contacts and Dimensions

Director Reports: 0

Indirect Reports: 0

Total Employees Serviced: 0

Other Working Relationships: Position communicates regularly with all levels of staff

Budget: n/a

Salary Budget: n/a

### Review and Signatures

Employee Name: \_\_\_\_\_

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

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Manager/HR Signature: \_\_\_\_\_ Date: \_\_\_\_\_