



## IT Technician

Permanent, Full-Time

The Township of Adjala-Tosorontio is located north of the GTA, at the southwest border of Simcoe County with a population of 11,000 residents and offers rural living with proximity to urban amenities.

### Position Summary:

Reporting to the CAO, the IT Technician is responsible for providing technical support to end users as well as procurement, configuration, and maintenance of systems including but not limited to servers, workstations, software, network components, telephony, peripherals, office equipment, mobile devices, and related infrastructure.

### Qualifications, Skills, & Abilities:

- Completion of post secondary education in computer science, information technology or equivalent
- Minimum of 3 years of work experience in an IT related position or equivalent in experience and training is required. Help desk and IT support experience would be considered an asset
- Demonstrated experience in Microsoft applications and platforms
- Demonstrated experience working with, administering, maintaining, or leading website development projects using the following platforms and technologies (WordPress, HTML, CSS, Java Script)
- Demonstrated experience working with information and data backup strategies, procedures, and technologies (SAN, NAS, RAID arrays, Cloud Backups)
- Demonstrated experience working with and administering M365 Enterprise (SharePoint, Exchange, Intune, Azure AD, OneDrive, Teams, Security & Compliance, MS Defender)
- Technical competencies: MS Office, MS Windows, LAN/WAN, routers, hypervisors and Linux
- CompTIA ITF+/A+/Network+, Microsoft 365 or equivalent certification(s) would be an advantage
- Advanced overall knowledge of networking, operating system, and server architectures
- Basic Geographic Information Systems (GIS) technical skill set would be an asset
- Proficiency with VPN networks, firewalls, encryption, and other aspects of network security technologies
- Team player with a strong customer service mindset
- Exceptional multi-tasking abilities, project management and prioritization skills within high pressure environment
- Effective interpersonal and communication skills with individuals at all levels of Corporation
- Ability to explain technical concepts and theories to non-technical audiences
- Strong analytical, troubleshooting, and problem-solving skills with a high degree of resourcefulness
- Knowledge of IT security and information best practices
- Ability to proactively and quickly learn new technologies
- Self-directed with ability to thrive in a changing environment with minimal supervision
- Possess and maintain a valid Ontario Class "G" drivers' licence

- Requires strict confidentiality and professionalism
- Possess valid “G” driver’s licence and access to reliable personal vehicle
- Provide satisfactory Criminal Records Check

**Duties & Responsibilities (but not limited to):**

- Provide internal IT support (server security, software updates, hardware maintenance, etc)
- Assist with the implementation, deployment and operation of information systems and technology solutions for operational needs
- Self-monitor, manage and respond to help desk and support tickets to ensure the proper escalation and resolution of tickets and incidents in a timely manner
- Administer Township’s website and social media accounts for functionality and accessibility
- Assist management with the direction and facilitation of IT strategic and tactical planning
- Research, design, and implement the appropriate technologies to support and improve the Corporation’s communications, access to information, and end-user productivity
- Coordinate project management for IT-related undertakings, including clear capture of operational requirements, provision of functional deliverables, milestone panning and project post-mortems
- Liaise with vendors and service providers to ensure efficient and cost-effective acquisition of technology purchases; oversee warranties and service agreements
- Assist with capacity planning for network bandwidth, storage requirements, messaging, website, and other applications
- Provide orientation, guidance, assistance, and support to users on using IT equipment, applications and services
- Assist in development and review of IT procedures and documentation
- Review and evaluate IT contingency and recovery plans
- Perform and monitor backup and recovery operations for data and systems and participate in related business continuity tasks and activities
- Maintain IT assets inventory and manage software licencing and subscriptions
- Assist with IT budget preparation
- Maintain user access controls including new hire, transfers, and terminations
- Decommission drives and mobile devices to ensure proper data destruction; oversee disposal of electronic waste according to regulations
- Document and maintain the configuration and setup of IT applications, systems, networks, and cloud applications
- Proactively monitor, configure, maintain, and ensure IT-related systems comply with Corporation’s security and privacy policies and standards
- Troubleshoot hardware and software issues and coordinate hardware repairs, software, and configuration support with vendors
- Test, install, configure, and maintain computing hardware, peripheral devices, various IT infrastructure, and software components
- Provide comprehensive IT support services to the Corporation for cloud and on-premises computing platforms
- Support facilities’ physical security and surveillance program; control and maintain access to facilities as directed
- Stay informed on new or emerging IT trends and practices
- Immediately respond to emergency and critical operational issues to minimize downtime of systems

Annual Salary Range: \$60, 446.66 to \$75,558.32 for a 35-hour workweek

The Township offers a comprehensive benefits package, enrollment to OMERS pension plan, Employee & Family Assistance Program, paid personal and sick days.

The Township of Adjala-Tosorontio has a COVID Vaccination Policy; however, that policy is currently paused. If pandemic circumstance and public health changes warrant it, this policy may be re-instated. In the interim, individuals are encouraged to follow all public health guidelines, monitor and self-screen for symptoms, use precautions including proper handwashing and sanitizing, and practice respiratory etiquette. In addition, individuals are encouraged to get their full vaccinations and booster shots against COVID-19 as advised by public health authorities. For more information, please visit [www.simcoemuskokahealth.org/](http://www.simcoemuskokahealth.org/)

Qualified candidates are requested to forward their resume and cover letter by 4pm on December 30, 2022, to [HR@adjtos.ca](mailto:HR@adjtos.ca) with "IT Technician" in the subject line. Resumes can also be dropped off at the Township of Adjala-Tosorontio office: 7855 Sideroad 30, Alliston to attention of Human Resources.

*The Township of Adjala-Tosorontio is an Equal Opportunity Employer, committed to diversity and inclusivity in employment for a barrier-free workplace. Accommodations are available for all parts of the recruitment, selection &/or assessment process. Applicants need to make their needs known in advance to Human Resources. Personal information collected through the recruitment process will be used solely to determine eligibility for employment and handled in accordance with the Municipal Freedom of Information and Protection of Privacy Act. We thank all those who apply, but only those selected for an interview will be contacted.*