



<b>Position Title:</b>	IT Coordinator	<b>Department</b>	Corporate Services
<b>Effective Date:</b>	January 26, 2023	<b>Revised:</b>	
<b>Reports To:</b>	Director of Corporate Services/Deputy CAO	<b>Status:</b>	Full-time
<b>Direct Reports:</b>	GIS/IT Technician IT Operations Support Specialist	<b>Indirect Reports:</b>	N/A

## Position Summary / Main Purpose

The IT Coordinator is responsible for providing vision and oversight for the development and implementation of information technology initiatives. This position is responsible for the supervision of IT staff and will work alongside third-party technology vendors and service providers as a single point of contact to support the technology needs of the Township. The IT Coordinator works closely with departmental subject matter experts to understand their requirements and helps 'broker' solutions from the IT team and outside contractors ensuring solutions are compatible with existing and future needs.

Reporting to the Director of Corporate Services/Deputy CAO, this position is responsible for the overall provision of IT support to the organization along with the strategic management of the technology environment - both in terms of network and computing infrastructure, as well as in relation to business solutions and end-point tools. The IT Coordinator facilitates and supports technology governance at the Township (ITGC) as well as executes on the approved five-year Information Technology Master Plan (ITMP). This position plays an integral role in developing the capabilities of the IT team, centralizing the overall function as well as managing relationships in order to continuously improve the way staff utilize technology to make their jobs easier and to achieve better outcomes for the organization and community.

## Key Duties and Responsibilities

- Supervise, provide direction to IT staff in the day-to-day operations of the IT Department;
- Accountable for overseeing the deployment and maintenance of business solutions;
- Responsible for managing relationships with third-party solution providers, vendors and other contracted resources to support and optimize the Township's technology environment (e.g. infrastructure architecture, network and telephony, integrations and data, business solutions and tools etc.);
- Analyze the costs, value and risks of technology investments and make appropriate recommendations;
- Improve IT policies, procedures and best practices to minimize risk and best leverage technology investments, developing the necessary policies and procedures to better facilitate decision making around technology and ensure that the technology environment is built to be sustainable over time;
- Recommend and set objectives and strategies for the IT department and align technology work objectives to meet corporate strategies and business goals;
- Provide guidance to departments heads ensuring that the corporation is set up to make corporate decisions around technology properly and with the best information possible;
- Work with departments and business units to understand their business operations and make technology recommendations to help optimize strategic benefits and business value;



- Manage delivery and execution from all external technology vendors and service providers to meet the prioritized needs of the Township;
- Responsible for managing the full lifecycle of technology hardware and software for the Township;
- Act as a linkage and 'broker' for end users, helping them to identify possible technology solutions and options, including scaling out/better utilizing existing tools and employing security best practices;
- Responsible for monitoring, auditing and troubleshooting network performance, data utilization and cybersecurity (alongside internal and external resources) and reporting this information broadly to help apply strategic planning when developing technology work plans and projects;
- Ensure that technology solutions continue to keep pace with changing needs and business processes;
- Prepare, present, monitor and evaluate annual capital and operating budgets for all corporate technology and telephony to department heads and Council;
- Establish service level goals and monitor against approved financial targets, report where required to Director of Corporate Services, Deputy CAO and/or Council
- Manage capital projects/programs including work assigned to others (contracts, etc.);
- Keep current with trends, issues and opportunities in the municipal IT industry, working with municipal partners, the County of Simcoe and others to create shared value partnerships;
- Ensure compliance with all regulations, standards and municipal policies related to information technology and work to mobilize knowledge in these areas across the Township;
- Be accountable for health and safety responsibilities of IT staff;
- With the assistance of HR and Director of Corporate Services, Deputy CAO develop staff including; recruitment, training, certifications, performance management, career development etc.;
- Required to work in compliance with the Ontario Health and Safety Act and regulations and all related Township policies and procedures;
- Perform other related duties, as assigned, that are in accordance with job responsibilities and/or necessary departmental or corporate objectives.

### Working Relationships

#### Inside the Corporation:

- Represents the Department, exemplifies Public Service Excellence in all contact with Council, staff, stakeholders and general public; receives, investigates and facilitates appropriate action on complaints to ensure satisfactory resolution.
- Interpersonal skills include listening to information from others, asking questions, providing routine information, and instructing, coaching or mentoring while respecting individual levels and communicating in a professional and courteous manner.
- Accepts all tasks given in a professional manner with the goal of completing each successfully.
- Communicates complex or specialized information and gains the co-operation of others to address issues.
- Facilitates meetings and provides expert advice or counseling.
- Makes presentations to groups and Council when required.



## Outside the Corporation:

- Deals with all contacts in a professional and efficient manner to promote a high standard of customer service and public relations.
  - Consultants, vendors, managed services providers
  - Municipal partners, County of Simcoe
  - External agencies/associations
  - Township residents/general public

## Education / Experience / Skills Training

- Post-secondary degree in Computer Science, Computer Engineering, Information Systems or related discipline with an IT focus;
- Five years or more experience within a municipal IT environment, preferably within a supervisory role;
- An action-oriented team builder, coach and mentor who is supportive of colleagues and embraces a collaborative approach to challenges;
- Sound planning, project/time management, partnership development, analytical, budget and financial resource management;
- Strong interpersonal and communication skills (written, oral, report writing, presentations, electronic, web based, social etc.) to serve as the Township's technology ambassador;
- Analytical problem-solving and decision making, organizational and strategic planning skills;
- Demonstrated ability to plan strategically, direct and translate complex technology concepts to align the organization around central goals and objectives.

## Outcomes of Error

- Errors in the management of IT could lead to unnecessary downtime for staff and/or departments, affecting overall productivity/workflows and increases costs relating to repairing/rectifying issues, particularly those involving third-party support.
- Exposure to IT administrative passwords for server and software applications and access to sensitive corporate documents can be detrimental to the corporation and its reputation.
- In most drastic scenarios errors can compromise the security/integrity of the municipal network, causing significant damage to IT infrastructure through malicious intentions (ransomware, viruses, trojans, etc.) compromising personal data of taxpayers and staff affecting the corporation's trust and reputation.
- Errors and inaccurate mapping/spatial data can lead to improper conclusions for departments, resulting in negative outcomes for both the municipality and its residents, potentially increasing staff time and financial costs/impacts to resolve errors.
- Negative outcomes can bear heavily on mental health.

## Physical and Mental Demands

### Physical Environment:

- Work is conducted at the main municipal building in a standard office environment with regular interaction with peers.



## Position Description

- Occasional visits to the various Township facilities required in order to install, maintain and troubleshoot IT equipment, provide training, collaborate with employees and to conduct a routine inspection.

### Physical Effort:

- Work environment contains the usual risks or discomforts with office work (i.e. sitting extended periods of time while focused on computer monitor). (90%)
- Job involves the occasional lifting of heavy and irregular IT equipment, accessing IT equipment in hard to reach locations such as under desks, confined spaces and awkward corners. (5%)
- Regular travel between workstations and portable offices throughout Township offices.

### Sensory Demands:

- Extended periods of visual concentration focusing on computer monitor is required.

### Mental Demand (Stress):

- Must deal with personalities of co-workers but remain professional and positive.
- Significant time involved with convincing and demonstrating IT best practices and standards to co-workers who may have difficulty with change.
- Frequent interruptions to troubleshoot technical issues and management demands, from staff personnel and/or office hardware/software issues disturbing general concentration.
- Frequent changes in priorities to ensure overall workflows of the Corporation continue to function efficiently.
- Occasionally having to meet deadlines for providing reports, presentations and training to employees.

### Working Conditions

- Regular business hours of 9 am to 4:30 pm (35 hours per week). Occasional overtime required as it relates to hardware/software issues and general management of the department that require immediate attention.
- Occasional driving to various job sites, township facilities and out-of-town travel may be required to attend related training courses, meetings or conferences/seminars.
- Member of the Emergency Management Control group with the ability to respond to after hour emergencies on a 24/7 basis as required by the Township's Emergency Plan and associated policies/procedures.

### Confidentiality

- Confidentiality is required 100% of the time.
- Confidentiality is required as it involves exposure to IT administrative passwords for server and software applications, including staff and Council member domain accounts. Passwords are the number one security risk for an organization, therefore, if exposed could cause detrimental effects to the municipal network systems.
- Confidentiality of sensitive corporate documents. Access to all digital files on server and user workstations, which may be personal in nature, if disclosed to unsolicited individuals could be detrimental to the organization and its reputation.
- Maintain confidentiality as per the requirements of the Municipal Freedom of Information and Protection of Privacy Act and Municipal Policies.



## Position Description

- Potential exposure to highly confidential subject matter as a member of the Municipal Emergency Control Group.

### Health and Safety

- Required to work in compliance with the Occupational Health and Safety Act and regulations and all related Township policies and procedures.

### Review

**Supervisor:** Director of Corporate Services, Deputy CAO

**Date:** March 2026