



Position Title:	IT Operations Support Specialist	Department	Corporate Services
Effective Date:	May 19, 2023	Revised:	June 15, 2026
Reports To:	IT Coordinator	Status:	Full-time
Direct Reports:	N/A	Indirect Reports:	N/A

Position Summary / Main Purpose

Reporting to the IT Coordinator, and working alongside a third-party managed service provider, the IT Operations Support Specialist is responsible for providing exceptional customer service and front-line support to our end users and vendors. The IT Operations Support Specialist will work with the IT Coordinator to develop standards, policies, and procedures that help to guide and align technology decisions.

Key Duties and Responsibilities

- Provides front-line support for all staff at the township office and its remote offices via remote support tools, telephone, email, or in-person.
- Triage incoming support tickets and engage in resolving issues and, when needed, escalate to the IT-Coordinator.
- Monitors IT assets in one or more significant areas, ensuring that administration of the acquisition, storage, distribution, movement, and disposal of assets is carried out (i.e., manage lifecycle).
- Uses network management software and tools to investigate and diagnose network problems, collect performance statistics, and create reports; working with users, other staff, and suppliers as appropriate.
- Undertakes routine installations and de-installations of items of hardware and/or software, conducting tests of hardware/software using supplied test procedures and diagnostic tools.
- Documents details of all hardware/software items that have been installed and removed so that configuration management records can be updated.
- Develops and recommends installation procedures and standards
- Contributes to the development of a continuity management plan by coordinating the assessment of risks to the availability, integrity, and confidentiality of systems that support critical business processes.
- Identifies operational problems and contributes to their resolution, checking that they are managed in accordance with agreed standards and procedures.
- Provides technical expertise to enable the correct application of operational procedures.
- Uses infrastructure management tools to determine load and performance statistics.



- Contributes to the planning and implementation of maintenance and installation work, including building and configuration of infrastructure components in virtualized environments.
- Required to work in compliance with the Occupational 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 objective.

Working Relationships

Inside the Corporation:

- Develops, maintains and respects municipal employees, members of council and committees of all levels and communicates in a professional and courteous manner by receiving information, listening, and understanding, asking questions and responding openly and honestly.
- Accepts all tasks given in a professional manner with the goal of completing each successfully.

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 diploma/degree (minimum two-year program) in Information Technology or related discipline with an IT focus.
- Three to five years or more experience within a municipal IT environment, preferably within an IT operational area that managed the various responsibilities noted above.
- Proven analytical and decision-making skills to examine problems and develop solutions.
- Excellent communication skills and the ability to perform numerous tasks concurrently while maintaining a high level of confidentiality and professionalism.
- Excellent customer care with dealing effectively and courteously with internal and external stakeholders, as well as establish and maintain effective and positive working relations.
- Must possess and maintain a valid Class G Driver's Licence.
- The following would be considered an asset:
 - Experience with Microsoft 365 (Office, Outlook/Exchange, Teams, SharePoint, OneDrive, Intune, Entra ID, Forms, Power Automate, Defender), Active Directory, Virtualization, Mobile Device Management, Teams Phone, and Enterprise Backups
 - Microsoft Azure Administrator or Fundamentals certification
 - Cisco CCNA or CCNP certification
 - MCP and MTA certification
 - A+ certification
 - ITIL Foundations certification



Outcomes of Error

- Information Technology is reviewed by the IT Coordinator.
- Errors in the administration of IT could lead to unnecessary downtime for staff and/or departments, effecting overall productivity/workflows.
- Errors in the administration of IT could increase 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.).

Physical and Mental Demands

Physical Environment:

- Work is conducted at the main municipal building in a standard office environment with regular interaction with peers.
- Work area can be noisy due to the close proximity of other workstations and the active use of surrounding office equipment, impacting ability to concentrate at times.
- Minimal exposure to material hazards.
- Regular visits to the various Township facilities required in order to install, maintain and troubleshoot IT equipment.
- Occasionally required to work outdoors in varying weather conditions (i.e. collecting GIS data, repairing faulty IT infrastructure). Can include minor exposure to material hazards.
- Flexible working arrangements may be required (i.e. working from home) at the direction of Management.

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. (10%)
- Regular travel between workstations and portable offices throughout Township offices.

Sensory Demands:

- Extended periods of visual concentration focusing on computer monitor is required.
- Typical noise associated with confined office environment, including IT equipment running and surrounding co-workers.

Mental Demand (Stress): (75%)

- Working in a noisy environment as the office is open concept.
- Expectation to convince and demonstrate IT best practices and standards to co-workers



Position Description

who may have difficulty with change or understanding of Technology.

- Frequent interruptions to troubleshoot technical issues that arise, from staff personnel and/or office hardware/software issues which disturb the general concentration of special project requiring completion.
- Frequent changes in priorities to ensure overall workflows of the Corporation continue to function efficiently.
- Sound decision making is required to provide various alternatives to the complex situations that arise.
- Working to meet various mapping deadlines for inclusion in reports, presentations and notices to the public.

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.
- This position requires work to be done in person and on-site and is 100% onsite.

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.

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: IT Coordinator

Date: June 15, 2026