



IT Operations Support Specialist

Permanent Full-Time Position

As the most northerly township in the County of Simcoe, the Township of Tiny offers 70km of coastline along beautiful Georgian Bay. The municipality's approximate population of 13,000 residents at least doubles in the summer as the region is a popular destination for both tourism and cottagers due to its beautiful waterfront areas and small-town appeal.

Due to a vacancy, the Township of Tiny is currently seeking a qualified candidate for the position of IT Operations Support Specialist.

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.

Qualifications

- Post-secondary diploma/degree (minimum two-year program) in Information Technology or related discipline with an IT focus.
- Three to five years of work experience within a municipal IT environment.
- 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 service skills and proven ability to deal effectively and courteously with internal and external stakeholders, as well as establish and maintain effective and positive working relationships.
- Must possess and maintain a valid Class G Driver's Licence.
- The following would be considered an asset:
 - o 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
 - o Microsoft Azure Administrator or Fundamentals certification
 - o Cisco CCNA or CCNP certification
 - o MCP and MTA certification
 - o A+ certification
 - o ITIL Foundations certification

Please note that the successful candidate will be required to be in-office full-time and that a current and acceptable Criminal Record Check is required for this position at the incumbent's expense.

Hours of Work

35 hours per week

Rate of Pay

The Township of Tiny offers a competitive compensation and benefits package. The pay range for this position is \$34.82 to \$43.52 per hour.

Visit www.tiny.ca for a detailed job description.

How to Apply

Qualified applicants are encouraged to submit a resume and cover letter to:

Human Resources
Township of Tiny
130 Balm Beach Road West
Tiny, Ontario L0L 2J0
Fax: (705) 526-2372
Email: humanresources@tiny.ca

Resumes will be accepted until 12pm on July 7, 2026. We thank all applicants who apply for this position but only those selected for an interview will be contacted.

Artificial Intelligence

The Township of Tiny does not use artificial intelligence (AI) to screen, access or select applicants.

Accessible Accommodations

The Corporation of the Township of Tiny is committed to an inclusive and barrier-free recruitment and selection process. Please inform us should an accommodation be required at any point in the recruitment process. Information received relating to accommodation needs of applicants will be addressed confidentially.

Disclaimer

Personal information collected will only be used for candidate selection, in accordance with the Municipal Freedom of Information and Protection of Privacy Act R.S.O., 1990, c.M.56.