



## **Township of East Zorra-Tavistock**

### **Job Description**

### **Information Technology (IT) Coordinator**

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**1. Position Title:**

Information Technology (IT) Coordinator

**2. Date Approved:**

*January 2026*

**1. Pay Grid:**

- i. Grade 14
- ii. Based on 35 hours per Week, Full Benefits, OMERS

Reports to:

- iii. Deputy Treasurer

**2. Purpose:**

To provide a variety of IT support to all departments of the Township.

**3. Scope of Position:**

- i. Work is varied and often in response to Council decisions in addition to the ongoing operations of the Township.
- ii. All work is performed according to Township policy or is rooted in legislation - the incumbent is expected to organize work flow and work independent of close supervision.

**4. Responsibilities:**

- i. Manages the daily operation of Information Technology (“IT”) support for all Township offices, Council ,Staff and facilities.
- ii. Install, maintain and support servers, workstations, telephony, and copiers.
- iii. Maintain and troubleshoot Council room Audio/Visual equipment as well as provide support for streaming of Township meetings.
- iv. Set up and manage users accounts in all Township systems and software following with appropriate access and security settings.
- v. Communicates technical concerns and offers solutions to people with varying degrees of technical knowledge.
- vi. Work with vendors on procurement of IT equipment, software and services.
- vii. Makes recommendations for infrastructure and process improvements including software standardization.
- viii. Provide cost estimates for hardware, software and IT services to the Deputy Treasurer to be included in operating budget.
- ix. Ensure IT practices comply with regulations and standards as well as meeting IT insurance requirements.
- x. Proactively address cyber security issues by scheduling network, security and Pen-test audits and implement recommendations from the audits and best practices.
- xi. Analyzes, troubleshoots and resolves system hardware, software and networking issues
- xii. Maintain and test system backups to insure data integrity.
- xiii. Maintain documentation of IT systems, processes and procedures.
- xiv. Follows health and safety policies and procedures, the *Occupational Health and Safety Act* and other relevant regulations to ensure a safe working environment.
- xv. Help develop and update IT policies as needed in conjunction with the Deputy Treasurer.
- xvi. Maintain and troubleshoot the VOIP phone system.

xvii. Maintain and troubleshoot security systems, including but not limited to key fobs and alarm systems at Township facilities.

xviii. All other duties as assigned

**5. Knowledge and Skills:**

- i. Knowledgeable in the following technologies:
  - VLANs
  - SD-WAN
  - ACLs
  - DNS
  - DHCP
  - Virtualization
  - SAML
  - VoIP
- ii. Experience in Windows domain environment, Office 365 including Teams and Exchange, LaserFiche, iCity, FirePro, Entra ID, BookKing
- iii. Ability to meet deadlines, function well under pressure and respond to frequently changing demands and priorities
- iv. Strong verbal and written communication, interpersonal skill
- v. Ability to organize priorities and to work independently
- vi. Ongoing education and training to stay current with technologies and best practices.

**6. Qualifications:**

- i. Bachelor's degree or College diploma in computer science.
- ii. Minimum of five (5) years experience in IT systems administration with experience in network and security operations, preferably in a municipal setting.
- iii. Industry standard certifications considered an asset.

**7. Working Conditions:**

- i. Work is subject to shifting priorities and involves interaction with elected officials, other levels of government, staff and the public.
- ii. Moderate stress level with respect to the technological administrative support functions.

- iii. Works with interruption and is expected to meet deadlines, with a certain degree of urgency.
- iv. Work involves a combination of physical tasks and occasional heavy lifting (upwards of 25 lbs) and carrying. Ability to work within tight spaces and outdoors as needed for system installations and maintenance.

**8. Hours of Work:**

- i. Thirty-five (35) Hours per Week
- ii. Normal hours are 8:30 a.m. to 4:30 p.m. Monday to Friday
- iii. Attendance at occasional meetings outside of the normal working day may be required and if necessary, or in the event that technological functions are impeded after hours.

**9. Working Relationships:**

- i. With Deputy Treasurer- receives overall direction and workload management, general supervision
- ii. With Council and other Staff - Exercises courtesy and co-operation for harmonious working relations with other staff. May be called upon to provide assistance to other departments at peak times or for special projects.

**10. Impact of Errors:**

- i. Errors in system functions and maintenance could affect all aspects of Township daily operations, with impact to critical information,
- ii. Poor public relations and embarrassment to staff, self and Council

**11. Control:**

- i. General supervision from the Deputy Treasurer based on Council policy departmental procedures.
- ii. Must hold a valid "G" Drivers Licence.