



**Job Description**

<b>Position:</b> IT Support Technician	<b>Reports to:</b> Financial Analyst/IT Supervisor	<b>Department:</b> Finance
<b>Hours of Work:</b> 35 Hours Per Week		<b>Position Status:</b> Full Time, Permanent (FTP)
<b>Creation Date:</b> February 3, 2026	<b>Approval Date:</b> March 20, 2026	<b>Last Revised:</b> March 18, 2026

**Purpose:**

Acts as all Municipal departments' first point of contact for all technology-related problems and technical assistance requests. Addresses and prioritizes support requests over the phone, via email, and in-person. Provides front line hardware and software assistance to ensure reliable and effective day-to-day operations and the timely resolution of incidents and service disruptions. When applicable, liaises with IT Managed Services Providers, provides training resources, and assists with the assessment and implementation of new systems. The IT Support Technician works in a secure and confidential manner according to the Municipal Freedom of Information and Protection of Privacy Act. This position reports to the Financial Analyst/IT Supervisor.

**Responsibilities:**

1. Responsible for providing high level of technical advice and in-person support to municipal staff while maintaining excellent customer service. Provides additional support to end users over the phone and through e-mail as needed.
2. Staff's first point of contact for analyzing, diagnosing, and troubleshooting all end user issues (e.g. hardware, software and network services including but not limited to: desktops; laptops; smartphones; tablets and other mobile devices; multifunction printers; voice over internet protocol (VoIP) phones; peripherals; desktop, mobile and cloud-based applications; remote access services; back-up of data; recovery of data; network

services, etc). Prioritizes requests based on severity and urgency. Escalates problems to the Financial Analyst/IT Supervisor or the IT Managed Services Providers (MSP's) as required.

3. Streamlines and submits support tickets to the MSP's on end users' behalf. Tracks tickets through to resolution and acts as a liaison for the MSP's (i.e. County of Peterborough's IT Help Desk) while providing timely and ongoing communication with staff and managing end-user expectations by reinforcing Service Level Agreements (SLA's).
4. Acts as on-site point person for the Managed Services Agreements (MSA's) between the MSP's and the municipality.
5. Maintains up-to-date help desk/customer service contact information for all the MSP's including disaster recovery and back-up contact information in compliance with the IT Disaster Recovery Plan.
6. Assist with the installation, configuration, maintenance, and timely upgrade of all technology equipment including hardware, software, and network systems throughout Municipal locations (e.g. Municipal Office Building, Fire/Emergency Services, Public Works stations, Community Centres, etc).
7. In conjunction with the Financial Analyst/IT Supervisor, administers the IT Hardware replacement program for computers, laptops/iPads, cell phones, telecommunications and other peripherals.
8. In conjunction with the Financial Analyst/IT Supervisor, collaborates with the MSP's for capital replacements of network components as recommended by the service provider (e.g. servers, switches, routers, firewalls, access points and back-up solutions).
9. Maintains records of IT equipment inventory on an ongoing basis. Completes the annual inventory review of active computers and network equipment (including disaster recovery and back-up equipment) in conjunction with the MSP's.
10. Facilitates with the MSP's to activate/deactivate accounts, network users, and exchange profiles as directed. Maintains account/software tracking and distribution lists and assists with IT related onboarding and offboarding tasks as required.
11. Performs preventative maintenance, including checking and cleaning of workstations, printers, and peripherals. Identifies and escalates equipment in need of adjustments or minor repairs.

12. Responsible for identifying and learning functions and design of specialized programs/software (i.e. Filehold, Citywide, Microsoft Office 365, etc) used and supported by the Municipality.
13. Prepares training materials, help sheets, and reminders for staff use. Delivers training to staff one-on-one or in group settings as needed.
14. Participates in special projects as required. Trains and/or supports staff in various departments on new programs/software and consults or assists with implementation and adapting new work processes in conjunction with the Financial Analyst/IT Supervisor.
15. Maintains a current knowledge of new technologies through on-going professional learning and development. Recommends enhancements to systems and equipment purchasing.
16. Provides virtual meeting/livestreaming support for Municipal staff, Councils, Committees and other public meetings where required.
17. Prepare and maintain records and documentation such as support logs, asset inventories for hardware and software, downtime usage reports, access lists and any other various requests from the Financial Analyst/IT Supervisor.
18. A role, as assigned, in the IMS based Emergency Plan. This duty may be required outside of usual working/office hours. Assists the Financial Analyst/IT Supervisor and the MSP's with enacting backup systems, safeguards, and the IT Disaster Recovery plan as needed in the event of an emergency.
19. Participates in all aspects of the Occupational Health and Safety Act, and awareness of municipal policies and other applicable acts (ie. Accessibility for Ontarians with Disabilities Act).
20. Ensures the confidentiality of all information in accordance with the Municipal Freedom of Information and Protection of Privacy Act.
21. Any other duties as assigned through immediate supervisor.

**Supervision:** (not applicable)

**Working Relationships:**

Internal: With Council members and co-workers for the purpose of obtaining and sharing information to complete work assignments.

External: With various Municipal/Provincial/Federal agencies, municipal auditors and solicitors, contractors and MSP/IT Service providers to provide and obtain information.

With the general public to provide information, ensuring polite and tactful relations.

### **Skills and Competencies:**

- Demonstrated ability to make effective and informed decisions independently;
- Demonstrated ability to think analytically, use initiative, and effectively troubleshoot problems;
- Demonstrated ability to research, understand, summarize and communicate technical information and solutions;
- Demonstrated ability to recognize risks and escalate problems that are beyond the skill level/scope of position;
- Demonstrated ability to work in a fast-paced environment, deal with distractions and interruptions;
- Visual and mental concentration to multitask and in use of computing etc.;
- Demonstrated ability to manage and prioritize workload with seeking direction from the Financial Analyst/IT Supervisor when needed;
- Demonstrated attention to detail and quality when performing IT duties;
- Demonstrated ability to clearly and concisely communicate with others (with others who have a high level of technical understanding as well as others not as familiar with technical terms), and to project a professional and positive image;
- Demonstrated ability to work independently as well as in cooperation with others in a team environment;
- Demonstrated ability to deal with a variety of clients and stakeholders with diplomacy and tact; (communication skills);
- Demonstrated awareness of the importance of accessible and professional customer service in representing the Township; (organizational awareness).
- Demonstrated ability to prioritize work and meet deadlines;
- Demonstrated ability to manage stressful situations while maintaining a professional manner.

### **Knowledge, Training, and Qualifications:**

- Combination of post-secondary education in a related field and/or equivalent experience. One to two years relevant Information Technology experience. Previous Municipal experience an asset.
- Valid Class G License.

- Advanced troubleshooting and problem-solving abilities and techniques.
- Ability to read and understand complex computer software and hardware manuals.
- High level of computer literacy including a strong understanding of computer software and hardware and a variety of internet applications, networks, website knowledge, operating systems, and related software (i.e. ERP/financial system, record retention systems, Microsoft 365 applications, etc). Knowledge of hardware requirements, mobile and tablet devices.
- Excellent public relations, interpersonal and communication skills; ability to effectively communicate (oral and written) with users with varying levels of computer literacy to translate complicated technical language. Technical writing skills required to document system procedures and prepare reports.
- Excellent organizational/coordinating skills; exceptional ability to multi-task/prioritize.
- Demonstrated ability to work independently as well as to work cooperatively with others in a team environment.

**Scope:**

All technology-related problems and technical assistance requests; computer hardware and software maintenance, inventory, and deployment; technical support and development for all Municipal staff and departments; coordination between internal and external IT partners.

**Working Conditions:**

Exposure to a normal office environment. Visual and mental concentration required with respect to detail and visual display terminal. Some lifting up to 50lbs may be required when working with hardware components. Physical activities such as climbing, stooping, bending crouching, pushing and pulling may be required.

Required to travel between municipal locations to provide IT support; may include some exposure to weather conditions. May be required to travel to attend meetings, seminars, and for routine job tasks. May be required to attend meetings outside of normal office hours.

May be required to provide IT support outside of normal office hours for critical network failures, upgrades and maintenance.

**Reviewed by:**

\_\_\_\_\_ **Employee**

\_\_\_\_\_ **Date**

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**Manager**

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**Date**

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**Chief Administrative Officer**

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**Date**