



The Township of Oro-Medonte Requires an IT Help Desk Technician

Located in the heart of Ontario's playground, between the cities of Barrie and Orillia, the Township of Oro-Medonte is a picturesque and progressive community which prides itself on its rich heritage and unparalleled recreational opportunities, making it one of Ontario's premier quality of life communities.

The Township is currently seeking an experienced professional, with the knowledge, skills and abilities to perform the duties of IT Help Desk Technician for an eight (8) month contract.

The IT Help Desk Technician will provide front line support to end users on a broad range of network, hardware and software applications ensuring security is a priority. Assisting with hardware, software and printer installations.

Reporting to the Manager, Information Technology, the applicant will have a basic understanding of information technology security, operating systems, software applications, computer hardware, cloud and SaaS systems, network systems, programming, and telecommunication systems achieved through a 2 year College diploma in Computer Systems Technician - Networking or a related discipline combined with 1-2 years related experience;

In addition, the successful candidate requires a basic knowledge of firewall and VPNs, local and wide area networking concepts, including cabling, switches, Ethernet and Protocols and a basic knowledge of computer operating systems, particularly Windows desktop and server technology;

The IT Help Desk Technician must ensure a high level of confidentiality, integrity and professionalism, along with superior client service skills at all times. Problem solving and critical thinking skills to diagnose problems and determine steps necessary to achieve an effective solution are required.

This 8 month contract, bargaining unit position offers a salary commensurate with experience and education (2022 salary range \$24.40 to \$29.31/hour). Individuals having these qualifications are encouraged to submit a resume and letter of application by 12:00 noon, Friday, February 3rd, 2023 to:

Tamara Obee CHRL
Director, Human Resources
148 Line 7 South, Oro-Medonte, Ontario L0L 2E0
Email: careers@oro-medonte.ca

A detailed job description is available on our website www.oro-medonte.ca

We thank all applicants; however, only those considered for an interview will be contacted.

The Township of Oro-Medonte is committed to an inclusive, barrier free environment. Accommodation will be provided in all steps of the hiring process. Please advise the Township of Oro-Medonte Human Resources Department if you require any accommodations to ensure that you can participate fully and equally during the recruitment and selection process. We thank all applicants; however, only those considered for an interview will be contacted. Personal information is collected pursuant to The Municipal Freedom of Information and Protection of Privacy Act, and will be used for the purpose of the candidate selection. Questions about this collection should be directed to the Director, Human Resources

POSITION TITLE:

IT HELP DESK TECHNICIAN

PERFORMANCE CRITERIA AND JOB DESCRIPTION

STATEMENT:

The IT Help Desk Technician shall provide broad-based front-line technical support for computer hardware, software and network connectivity along with other peripheral equipment including telecommunication systems, equipment.

REPORTS TO:

Manager, Information Technology

PERSON REPORTING TO

None

INCUMBENT:

RESPONSIBILITIES:

- a) Under the direction of the Manager, Information Technology the IT Technician shall:
 - i. Provide first level support to end users on a broad base of network, hardware and software applications;
 - ii. Assist with preparation and installation of hardware and software at the workstation and network level at various Municipal locations, including the appropriate access rights;
 - iii. Initial troubleshooting workstation hardware failures.
 - iv. Install and configure printers and other peripheral equipment;
 - v. Communicate planned and short-term changes of service levels to customer;
 - vi. Update hardware and software inventories and databases as required;
- b) Assist with the delivery of training and/or demonstration sessions and provide advice to end users regarding information technology security and the proper configuration and use of hardware and software;
- c) Produce large format prints as required;
- d) Assists Manager, Information Technology with the Township's telecommunications systems and equipment;
- e) May be required to work flexible shifts including evenings and weekends;

- f) May require travel to various work locations to fulfill the job duties of the position;
- g) Adheres to Township policies and practices in support of information technology security which is a priority at all times to ensure a safe and secure digital environment;
- h) Participate in the Township's Health & Safety Program, wear & maintain personal protective equipment as required, approved and issued; report any incidents, accidents or hazards to the Supervisor;
- i) Supports the Township's corporate goals and decisions in a courteous, friendly and efficient manner to promote a high standard of customer service and public relations at all times;
- j) Demonstrates commitment to personal and professional development by remaining current with legislation, regulations, organizational theory and practices relating to the functions of the department in order that professional competence is maintained;
- k) Other duties as may be assigned by the Manager, Information Technology.

COMMUNICATION:

- a) Possesses a good understanding of Department related problems and has an appreciation of Township Policies, Practices and Responsibilities including but not limited to Smoking in the Workplace; Respect in the Workplace and Accessibility Standards for Customer Service;
- b) Deal effectively and tactfully with the general public and Township Council and staff;
- c) Communicate and enlists the co-operation and support of fellow employees and fosters a feeling of pride and loyalty to the Corporation and the public, with a positive attitude;
- d) Maintain confidentiality as per the requirements of the Municipal Freedom of Information and Protections of Privacy Act and Municipal Policy.

KNOWLEDGE:

- a) Understanding of information technology security, operating systems, software applications computer hardware, cloud and SaaS systems, network systems, programming, and telecommunication systems achieved through a 2 year College diploma in Computer Systems Technician - Networking or a related discipline combined with 1 year related experience;

- b) Basic knowledge of firewall and VPNs, local and wide area networking concepts, including cabling, switches, Ethernet and Protocols;
- c) Basic knowledge of computer operating systems, particularly Windows desktop and server technology;
- d) Requires an understanding of information technology, and a basic understanding of firewall technologies, encryption techniques/tools, IDS/IPS knowledge and various communication protocols;
- e) Must ensure a high level of confidentiality, integrity and professionalism, along with superior client service skills at all times;
- f) Problem solving and critical thinking skills to diagnose problems and determine steps necessary to achieve an effective solution;
- g) Expert knowledge of common office applications such as Microsoft Office, popular web browsers, Adobe Suite and experience providing support to end users;
- h) Ability to communicate effectively to users with varying levels of computer understanding. Ability to translate complicated technical language into layperson terms for training purposes;
- i) Demonstrated prioritization, organization and time management skills, must be capable of working under tight deadlines and in a multi-task setting;
- j) Must possess and maintain a valid Class G Driver's Licence;
- k) Remains current with developments, trends and advances in the IT field.

PERFORMANCE STANDARDS:

The IT Help Desk Technician shall meet the level of satisfactory performance in each of his/her responsibilities:

Quality of Work

- a) Based on measurable volume and compared against meaningful standards, taking into account any unusual conditions which affect output;

Quality of Performance

- b) Frequency of errors, efficient use of resources, excellence of workmanship;
- c) Measured against work objectives and division performance measures;

Attitude

- d) Convey a positive influence towards Senior Managers, Council, Staff, the Public and outside consultants employed by the Municipality;

Dependability

- e) Shall assure one's own reliability, punctuality and attendance;

Initiative

- f) To work conscientiously, using resourcefulness, ingenuity and suggestions for improvement of the Corporation;
- g) Demonstrated commitment to public service excellence and continuous improvement.