

Job Title:	Technology Specialist	Department:	Administration
Reports to:	Chief Administrative Officer	Union	Non Union
Salary Range:	Based on qualifications, experience and demonstrated ability to perform the responsibilities of this position.	Position Type:	Full Time

Job Description

ROLE AND RESPONSIBILITIES

REPORTING DIRECTLY TO THE CAO THE TECHNOLOGY SPECIALIST'S ROLE IS TO ENSURE THE SECURITY AND STREAMLINED OPERATION OF IT INFRASTRUCTURE AND SERVICES IN ALIGNMENT WITH THE ORGANIZATION'S STRATEGIC OBJECTIVES.

SPECIFIC DUTIES INCLUDE:

- Monitor and report on security and performance and general condition or state of the hardware and software components of the County's computer network
- Fulfilling service requests, troubleshooting and maintenance of all servers, desktops, laptops, tablets and smart phones as well as PA and AV systems in Council Chambers and other municipal facilities
- Full asset management and cataloguing of IT assets within the organization
- Proper Life-cycle planning and budgeting to align to our security needs and end user functionality
- Proactive forecasting of future IT needs for the organization or emerging best practices or development in this field.
- Maintain and manage a Helpdesk support service
- Provide coaching, advice and training, as required for software and hardware upgrades
- Communicate with vendors to escalate hardware/software issues
- Inform management on technology and solutions to facilitate business improvement processes

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- The ideal candidate will have:
- Secondary school graduation with further training in computer-related topics
- Ability to train users in the use of hardware and in software applications
- Knowledge of Office 365
- Knowledge of computer communications systems
- Working knowledge of Windows 7/10/11, MS Office, Linux, Internet Browsers, Firewalling, and networking.
- Understanding of several of the following areas: networking (LAN, WAN, WLAN, VLAN, wireless, Remote Access technologies and other network solutions).

PREFERRED SKILLS

- Minimum of five years working in a similar role



- A+ Certification
- Working knowledge of Microsoft Dynamics GP, including Diamond platform through Central Square
- Certification in the following would be considered an asset: Security, Microsoft, Linux, VMWare, Cisco
- Experience within a municipal government environment
- Effective facilitation, communication, interpersonal, and team building skills
- Creative thinking and problem-solving ability

Reviewed By:	CAO	Date:	June 15, 2023
Approved By:	CAO	Date:	June 22, 2023
Last Updated By:	CAO	Date/Time:	June 22, 2023