

**TOWN OF PARRY SOUND
POSITION DESCRIPTION - December 2009**

POSITION TITLE:

Information Systems Technology Coordinator

REPORTING RELATIONSHIP:

**Reports to, and works under the direction of the Director of Finance,
Administration & POA Court Services**

PURPOSE OF THE POSITION:

**Responsible for providing administration, maintenance and planning for the
municipality's information technology needs.**

SCOPE OF THE POSITION:

**Manages and coordinates technical services and provides technical support for
desktop and server hardware, desk top and server software applications and
LAN/WAN network connectivity.**

RESPONSIBILITIES:

- **Manage and evaluate the overall hardware and software processes employed on a day-to-day basis, while creating the modifications necessary to enhance data networks;**
- **Participates in the development, implementation and monitoring of I.T. budget ensuring expenditures are within assigned authority and approved limits;**
- **Authorize the purchase of equipment, materials and supplies according to needs, budget limitations and purchasing policy within assigned authority;**
- **Provides technical support to users of IT resources in a timely and cost-effective manner by reviewing, prioritizing and scheduling requests from clients;**
- **Communicates between the Town and technical suppliers or vendors when required;**
- **Develops and maintains proper systems backup procedures and develops and maintains proper disaster recovery processes;**
- **Installs, configures and deploys hardware and software at the workstation , server and network level including software/hardware license/warranty registrations;**
- **Installs and maintains various software, including updates, minor software enhancements and corrections to application;**
- **Develops appropriate quality assurance and network security procedures and monitors their application/use to ensure the protection and privacy of database information and the integrity of access rules, system administration and network and data/information security;**

- Prepares and maintains IT procedures and documentation;
- Formulates and/or participates in the formulation of Terms or Reference and RFP/tendering documents and associated evaluative criteria; provides input and/or makes recommendations on the hiring of consultants/external resources to assist with/undertake IT studies/work as required; monitors their work and administers contracts/agreements;
- Responsible for the development and communication of an Information Technology Strategy for the organization and the development of plans for the implementation of the strategy;
- Develops and maintains effective relationships with Directors, managers, co-workers and external contacts;
- Complies with all occupational health and safety legislation , regulations, policies and procedures;
- Ensures confidentiality is maintained in accordance with the Municipal Freedom of Information and Protection of Privacy Act or other related or applicable
- Undertakes special projects and performs other duties as assigned.

WORKING CONDITIONS:

Work involves mental and visual concentration with frequent interruptions. Work might be subject to deadline and emergency situations; Work environment has minimal or no disagreeable working conditions.

Work is subject to unusual and unscheduled hours.

WORKING RELATIONSHIPS:

1. **With the Director of Finance, Administration & POA Court Services**
Receives direction, guidance and encouragement; discusses plans and priorities.
2. **With Council, Directors and Management Staff**
Provides assistance and technical guidance on information technology needs.
3. **With Other Staff.**
Works in a spirit of co-operation and teamwork with other staff. Ensures that all subordinates and projects comply with applicable law and Town policies. Provides advice and assistance on legislative matters .
4. **With the Public.**
Courtesy, cooperation and a positive, helpful approach.

KNOWLEDGE AND SKILL:

- valid Ontario Drivers Licence and access to a reliable vehicle
- University degree in Computer Science or related discipline

- **Demonstrated progressive experience in an information technology field covering a broad spectrum of application use and direct support for end users**
- **Excellent interpersonal, organizational, time management, analytical, oral and written communication and problem solving skills**
- **Thorough working knowledge of contemporary technology, applications development and testing, database management, and emerging technology trends**
- **Problem solving and critical thinking skills to diagnose problems and determine steps necessary to achieve an effective solution**
- **Availability to attend to programming/maintenance and trouble shooting during evenings and or weekends , as may be required**

IMPACT OF ERROR:

Errors could result in costly delays, incorrect information, equipment breakdown and inability to provide service to the public.

CONTROL:

Generally supervised by the Director of Finance, Administration and POA Court Services.