



POSITION TITLE: INFORMATION TECHNOLOGY SUPPORT ANALYST
DEPARTMENT: CORPORATE SERVICES, STRATEGY & INNOVATION
REPORTS TO: INFORMATION TECHNOLOGY MANAGER
CATEGORY: PERMANENT FULL-TIME
UPDATED: OCTOBER 2022
HOURS OF WORK: 35 HOURS/WEEK
RATE OF PAY: \$34.80/HOUR
CLOSING DATE: SUNDAY, FEBRUARY 25, 2024
HOW TO APPLY: LOYALIST TOWNSHIP'S WEBSITE [CAREERS PAGE](#)

POSITION SUMMARY

The Information Technology (IT) Support Analyst is responsible for ensuring continuity and reliability of operations of Loyalist Township's internal network infrastructure, consisting of Windows-based workstations, iOS mobile devices, and various software platforms.

MINIMUM QUALIFICATIONS

- Diploma in computer technology, computer science, or another relevant discipline.
- Three (3) years' experience in a multi-server environment administrative position, preferably in the public sector.
- Possess industry related certifications such as COMPTIA A+, Security +.
- Demonstrated desktop troubleshooting ability and ability to determine whether an issue resides on the server, network, or workstation and troubleshoot accordingly.
- Experience in administering relational databases in SQL, Postgres, and MySQL is an asset.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of Enterprise level services such as Domain Name Server (DNS), Dynamic Host Configuration Protocol (DHCP), Internet Information Services (IIS), Power Shell, Files Services, Active Directory and Group Policy management (GPO).
- In-depth knowledge of all current Windows Desktop and Server versions.
- Proficiency in all aspects of Microsoft Office 365 and Apple iOS applications.

- Skills in Storage Area Network/Network Attached Storage (SAN/NAS), Windows scripting, router operating systems are an asset.
- Strong customer service skills and commitment to service excellence.
- Excellent oral and written communication skills and ability to interact with and support individuals with a wide variety of technical skills.
- Ability to learn and document existing and new processes/activities.
- Ability to work independently, and in a team environment.
- Ability to learn new technology, tools, and systems.
- Ability to manage time effectively and efficiently with minimal supervision and the flexibility and organization skills to meet established deadlines in a dynamic work environment with shifting priorities and multiple demands.

KEY RESPONSIBILITIES AND DUTIES

Help Desk Support

- Provide end user support for Township users (approximately 150 users) including approximately 18 remote sites with continual growth occurring.
- Troubleshoot issues in a timely and effective manner. Resolve issues where appropriate and work collaboratively with IT partners where needed to ensure successful resolution of end user issues.
- Complete IT service requests and appropriately document issues and action taken, in a timely and efficient manner.
- Support and management of mobile devices and cell phones with mobile device management.
- Support IT requirements as required for meetings, conferences, and other staff and/or Council functions.

Network Support

- Configure, install, and maintain network switches/routers.
- Assist with ongoing administration of the organizations server infrastructure, Virtual Private Network (VPN), multifactor authentication (MFA), Group Policy Management (GPO), and Active Directory (AD)
- Assist with ensuring effective backup and recovery activities.
- Setup and support remote offices.

Hardware Support

- Catalogue and track workstations, laptops, printers, and other IT assets, and maintain inventory system.
- Configure, install, and maintain network printers.
- Configure, install, and maintain workstations.

Software Support

- Configure and deploy current Windows client operating systems.
- Ensure appropriate licensing is in place for all software applications being deployed.

Administrative Duties

- Order general computer supplies, as required.
- Provide input into the preparation of operating and capital budgets and assist with tracking actual results against approved budgets.

- Liaise with suppliers and contractors in the provision of IT related work and/or goods.

Note: Above duties are representative of a typical position and are not to be construed as all-inclusive.

WORKING RELATIONSHIPS:

Internal: Daily communication with staff, Council, and any other team members requiring IT support.

External: Occasional liaisons with outside vendors and training organizations.

WORKING CONDITIONS:

- Normal office environment working conditions apply.
- Occasional exposure to hazards typically found in municipal facilities, server rooms, and other IT back-end areas.
- Regular lifting, up to 40 lbs.
- Required to wear appropriate safety clothing and footwear and other PPE as required.
- May be seated for long periods (3-4 hours).
- Work hours are equal to a 35-hour week., some flexibility is required to accommodate evening/weekend IT response requirements as well as off-hours IT projects.
- Be available for on-call duty, as assigned.

Loyalist Township values a diverse workforce and looks to attract and retain people who will work together to provide excellent service to our residents, visitors, business partners, and each other. If you are looking for a rewarding opportunity to work with a team of professionals dedicated to promoting the quality of life and prosperity of our community, come join us!

In accordance with the *Accessibility for Ontarians with Disabilities Act*, Loyalist Township is pleased to accommodate the individual needs of applicants with disabilities within the recruitment and selection process. Please contact the Human Resources team at hr@loyalist.ca or 613-386-7351 ext. 149 if you require accommodation.