

# Job Title: Technology Coordinator

**Requisition ID:** 2637

**Affiliation:** CUPE Municipal

**Position Type:** Temporary Full Time

**Fixed Term Duration:** Approximately six (6) months

**Number of Openings:** 1

**Bi-weekly Working Hours:** 70 hours bi-weekly

**Shift/Work Schedule:** Monday to Friday *(subject to change)*

**Division/ Branch:** Corporate Services, Information Services

**Job Location:** Fort McMurray

**Pay Level:** PL8

**Rate:** \$ 45.16

**COLA:** Bi-Weekly - \$480

**Closing Date (dd/mm/yyyy):** 25/02/2024

**Posting Type:** Internal and External

## GENERAL DESCRIPTION:

Under general supervision, the Technology Coordinator supports, reviews, and manages technology acquisition in the areas of hardware, software, application licenses, mobility, and communication equipment. This includes staying within approved budgets, obtaining proper authorization for acquisitions, and managing inventories of software, licenses, hardware, and mobility equipment. This incumbent is responsible for the design and administration of mobile device management, providing guidance and assistance to users, configuring, diagnosing, and repairing mobile communication equipment.

## RESPONSIBILITIES:

- Compile and maintain inventory of hardware, software, communications equipment, and systems assets for the purpose of tracking their corresponding licenses. Track asset location and user assignments.
- Identify and define license recommendations that support business goals, in collaboration with management and stakeholders.
- Maintain a competent working knowledge of all municipal hardware, software licence agreements, and communications equipment.
- Liaise with end users to provide training and support including troubleshooting, setup, and repair of mobility equipment.
- Develop and maintain communication with the client department regarding licensing activities and best practices.
- Monitor and analyze trends and market conditions to provide recommendations and to identify areas for possible savings.
- Review and complete work requests submitted through the electronic ticketing system.
- Generate mobile communication usage, statistics, and cost.
- Accurately document instances of hardware and mobility failures.
- Provide contract, subcontract, and quote information to the appropriate departments.
- Develop practices and procedures for licensing administration.
- Document and report any instances of unlicensed software, applications, or licence agreement breaches.
- Generate the documentation required to replace, upgrade, or eliminate existing equipment within budget.

- Communicate software upgrade, licensing strategies, and hardware and mobility changes to team members and stakeholders in a timely and clear fashion.
- Monitor, track, and report on information and communications technology remediation and compliance projects.
- Examine information and communication technology systems, process compliance, and effectiveness against established control framework and identify areas for control and process improvement.
- Contribute to technology controls improvement initiatives, audit engagements, and compliance assessments.
- Prepare and present written reports with recommendations regarding identified issues.
- Coordinate with service providers and department staff to validate (in detail) vendor invoices.
- Monitor IT assets budget, track costs, hardware and license orders. Track goods receipts, track shipping dates, etc.
- Perform other related duties as required.

## **QUALIFICATIONS**

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Solid working knowledge of information systems terminology, concepts, practices, and regulatory standards.
- Ability to deal tactfully with vendors, suppliers, and contractors who provide a broad spectrum of software and hardware products and services.
- Budgeting, inventory, and cost-management skills.
- Ability to work both independently and in a team-oriented, collaborative environment.
- Ability to conform to shifting priorities in spending strategies, product demands, and purchasing timelines through analytical capabilities.
- Strong verbal and written communication skills, with the ability to convey information in a clear and concise manner.
- Solid working knowledge of information systems terminology, concepts, practices, and regulatory standards.
- Ability to deal tactfully with vendors, suppliers, and contractors who provide a broad spectrum of software and hardware products and services.
- Budgeting, inventory, and cost-management skills.
- Ability to work both independently and in a team-oriented, collaborative environment.
- Ability to conform to shifting priorities in spending strategies, product demands, and purchasing timelines through analytical capabilities.
- Strong verbal and written communication skills, with the ability to convey information in a clear and concise manner.
- Positive attitude and desire to provide exceptional customer service.
- Adept at conducting research into software-related issues.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- High degree of precision and accuracy in documentation and investigative procedures.
- Ability to learn new operations quickly and work independently.
- Ability to preserve confidentiality of information including vendor, contract, and user information.
- Proficient in the use of a large variety of systems and programs, with the ability to learn, understand and apply new technologies.
- Ability to respond to equipment, hardware, and software malfunctions by diagnosing the problem and initiating appropriate remedial procedures and repairs.

## **EDUCATION AND EXPERIENCE:**

- Diploma in Information and Communications Technology, Office, or Business Administration
- Two (2) years' related experience in hardware and or software applications, maintenance, and implementation.
- IT software management and mobility support experience are considered assets.

## **OTHER REQUIREMENTS:**

- Submission of a Criminal Record Check.
- A Class Five (5) Operator's License is an asset.

## **SAFETY:**

As an employee of the Regional Municipality of Wood Buffalo, the incumbent is responsible for understanding and actively participating in the RMWB's health and safety management system, and complying with all policies, practices, and procedures. All employees must take reasonable care to protect the health and safety of themselves and others, as well as immediately report any concerns, near misses, incidents, and hazardous conditions to their supervisor.

**To apply: Please visit our website at [jobs.rmwb.ca](http://jobs.rmwb.ca)  
We appreciate the interest of all applicants; however, only those individuals  
selected for interviews will be contacted.  
Late applications will not be accepted.**