

A great place to work starts with you!

With a population of 32,097, Parkland County offers a range of municipal services and a vibrant mix of agricultural, residential, industrial and recreational opportunities. This unique rural area is situated on the west outskirts of Edmonton, just 20 minutes from downtown, and stretching over 2438 sq. km. of picturesque landscapes.

Now Hiring: Service Management Coordinator (Competition #24-74)

Parkland County has an opportunity for a *temporary, full-time* Service Management Coordinator position in Technology & Digital Services working until approximately December 2025. Reporting to the Service Management Lead, the Service Management Coordinator supports the operationalization and maintenance of key Technology & Digital Services frameworks related to Service Management, Project Management, and IT financial management within the Programs and Services unit in Technology & Digital Services (TDS). This position administers processes essential to the effective management of hardware and software assets, coordinates hardware lifecycle (evergreen) projects, and ensures compliance with best practices related to asset management. The Service Management Coordinator also supports effective financial management within TDS through the processing of purchase orders and invoices.

The ideal candidate for this position will have the following:

- Post-secondary diploma in business, computing or related field is required.
- ITIL, COBIT, BRMP, Project Management (e.g. PMP), Change Management (e.g. Prosci ADKAR) is considered an asset.
- A minimum of two (2) to four (4) years' related experience working with IT Service Management Practices including incident, problem, change, and knowledge management.
- IT Project Management including best practices and roles in IT-related projects.
- IT Asset Management – procurement and management of hardware and software assets.
- Business Relationship Management moving IT service relationships from transactionally focused utility models to strategic business partners, leveraging evidence-based decision-making.
- Computer proficiency including Microsoft Office Suite and Microsoft D365 applications.
- Possession of a valid class 5 driver's license and satisfactory driving record.

The total rewards package for this position includes:

A starting annual salary of \$68,000 to \$73,500 based on a 35-hour work week and option to join the Earned Day Off Program.

In addition, extended health and dental benefits, access to our confidential Employee and Family Assistance Program, paid sick time, three (3) weeks vacation a year with your birthday off, flexible work arrangements allowing remote work options (based on position's needs), and personal days. Our organization offers access to physical fitness including an employee on site gym and lunch exercise programs, a Social Club, a health, safety and wellness committee, and a comprehensive training program with extensive learning and development opportunities. Visit our careers page to view the complete [Total Rewards Package](#) for this position!

Additional Information

Interested Candidates are Invited to Apply Online at careers.parklandcounty.com by Wednesday, January 8, 2025 at 4:00 p.m.

We thank all applicants in advance for their interest; however, only those selected for further consideration will be contacted. Applications will only be considered through the Parkland County website.

We are committed to fostering an inclusive workplace that welcomes, respects and values the multivariate diversity of current and prospective employees. We strive to provide reasonable access and accommodation throughout the recruitment and employment process. If you have any questions regarding this, please connect with our team at humanresources@parklandcounty.com.

