

The County of Dufferin is an upper tier municipality which sits on the fringe of the Greater Toronto Area, about 100 km northwest of Toronto. It is largely a rural county with three urban settlement areas. The region is well known for its rivers, rolling hills and excellent outdoor recreation opportunities. The UNESCO World Biosphere Reserve, the Niagara Escarpment and the world famous Bruce Trail, run through Dufferin offering spectacular vistas and hiking opportunities. Home to over 67,000 residents the area boasts fabulous restaurants, shopping and amenities. We are currently recruiting for a:

(HYBRID) TECHNICAL SOLUTIONS ANALYST
Permanent Full Time

JOB ID: C21-25	LOCATION: Hybrid & 51 Zina Street, Orangeville ON
JOB TYPE: Permanent Full Time (Non-Union)	DEADLINE TO APPLY: 4:30 p.m. on February 4, 2025

Under the general guidance and direction of the Manager of IT and GIS, the Technical Solutions Analyst is responsible for providing technical project management, change management, business analysis, and IT technician duties in support of Information Technology division. Specifically, this position will use their expertise and experience to help collect stakeholder requirements, assist with change management, develop process maps, complete change assessments, identify business needs, identify system inefficiencies, and assist in translating business processes into relevant digital solutions. In addition, this position will develop project management, change management, and business analysis processes, procedures, and standards, based on the Project Management Institute’s (PMI) and PROSCI methodologies, to be used by staff across the County. This position will also be required to provide technical support for the IT Service Desk. Overall, this position plays an integral role in helping the County document its business operations and proactively assists with efficient and effective management of technical change within the organization.

What we can offer YOU!

- A competitive hourly wage ranging between \$49.78 – \$58.24 (Subject to Council approval)
- Hybrid work arrangements
- Enrolment in our comprehensive health benefits program and defined benefit pension plan
- Access to Perkopolis; discount, reward and benefits program
- Access to an Employee and Family Assistance Program
- Unlimited access to live and interactive webinars offered by the Canadian Centre for Diversity and Inclusion (CCDI)
- A supportive and collaborative work environment.

What you’ll do

- Apply a structured methodology and lead change management activities; Leverage the PROSCI change management methodology, process and tools to create a strategy to support adoption of the changes required by a project or initiative.
- Conduct impact analyses, assess change readiness, and identify key stakeholders
- Developing project plans and leading the development of key project objectives and outcomes, as well as project specific actions, targets and measures
- Creation of Project Management documents, for small (internal IT) and medium (involving one or more County departments or divisions) size projects; including creating project charters, communication plans, stakeholder registries, budgets, and task schedules
- Documentation of business processes, including current state, proposed future state, and road map creation through gap analysis.
- Development and creation of a tailored County Business Analysis framework
- Monitor, troubleshoot and maintain all end user computing technologies including, but not limited to, desktops, laptops, docks, monitors, printers, LAN, phones, mobile devices, operating systems, and software.
- Triage, escalates work requests, and readily assigns open service ticket requests.
- Create, maintain, and contribute to technical documentation, manuals, and IT policies.
- Uphold and implement security standards in compliance with IT Security policies, procedures, leading privacy impact assessment initiatives, and industry best practices.
- Coach, counsel, and mentor teammates to support growth, development, and continuous improvement.
- Other duties as assigned

What you’ll bring



- University degree in Information Technology (Computer Science) or equivalent education and experience.
- CAPM and/or PMP and/or PMI-PBA certification
- PROSCI certification
- Lean Six Sigma certification (yellow belt or above)
- ITIL certification
- Three (3) years experience working in a similar role.
- Increasingly responsible project management experience, including experience with enterprise software projects.
- Conducting PROSCI change assessments, ADKAR communication plans, and managing change initiatives.
- Performing duties related to business analysis, including business reporting, requirements gathering, and process management.
- Hands-on technical working experience in information technology.
- Practical knowledge of ITIL best practice process framework for IT operations.
- Ability to work independently and in a team environment.
- Demonstrated investigative, problem solving, analysis and troubleshooting skills.
- Excellent interpersonal and customer service skills.
- Strong verbal and written communication skills; able to convey technical knowledge and information to staff and other stakeholders in a meaningful way.

The County of Dufferin strives to provide exceptional customer service to all its residents and visitors. To effectively do so, all positions at the County of Dufferin require a commitment to upholding the County's equity mandate through on-going and mandatory training and examining our day-to-day operations and impacts through an equity lens. Therefore, throughout the selection process, candidates will have demonstrated their ability to be anti-racist, equitable, inclusive, and respectful.

Ready to apply?

Interested applicants are invited to submit a resume and cover letter before the closing date and time to: hr@dufferincounty.ca

As an organization, we recognize the value of diverse perspectives and lived experiences, and the importance of creating an environment that embraces and supports these. We are committed to creating and fostering a workplace where all employees feel a sense of dignity and belonging. As such, we seek to attract, develop, and retain highly talented employees with a variety of identities and backgrounds, to better reflect the growing diversity of our region.

We actively encourage applications from members of groups with historical and/or current barriers to equity, including, but not limited to:

- First Nations, Métis and Inuit peoples, and all other Indigenous peoples.
- Members of groups that commonly experience discrimination due to race, ancestry, colour, religion and/or spiritual beliefs, or place of origin.
- Persons with visible and/or invisible (physical and/or mental) disabilities.
- Persons who identify as women; and
- Persons of marginalized sexual orientations, gender identities, and gender expressions.

We value the contributions that each person brings and are committed to ensuring full and equal participation for all in our workplace.

All applicants are thanked for their interest. Those chosen for next steps in the selection process will be advised by February 21, 2025. Information collected will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act for the purpose of job selection and will not be used for any other reason. Accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance.