

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:

## INFORMATION TECHNOLOGY TECHNICIAN

### Permanent Full Time

<b>JOB ID:</b> C33-25	<b>LOCATION:</b> Hybrid - <a href="#">51 Zina St., Orangeville</a> & various locations throughout Dufferin County
<b>JOB TYPE:</b> Permanent Full Time	<b>DEADLINE TO APPLY:</b> 4:30 p.m. on March 21, 2025

Reporting to the Information Technology (IT) Service Desk Manager, the Information Technology (IT) Technician is the critical first point of contact providing Tier 1-3 level technical support for IT related issues or requests. The IT Technician works in an account management capacity helping to maintain and build client relationships within the County and with external partners by providing technical consulting advice on a wide variety of IT concerns and initiatives. In addition, as the subject matter expert, the IT Technician is responsible to administer and support some key IT services.

#### What we can offer YOU!

- A competitive hourly wage ranging between \$40.88 – \$47.83 (January 1, 2025 Non-Union Pay Grid)
- 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

- 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
- Assist in managing and enhancing all network hardware and software including routers, switches, firewalls and wireless infrastructure.
- Triage, escalates work requests, and readily assigns open service ticket requests.
- Methodically performs situation appraisal, problem analysis, and assists clients through the problem-solving process.
- Interface with technical support staff from various software and hardware vendors to resolve issues.
- Support knowledgebase by writing and maintaining documentation that helps to answer technical questions to resolve known issues.
- Responsible for system administration, including new user administration, troubleshooting, system configuration and maintenance.
- Develops and implements computer image configurations to provide appropriate degrees of standardization and to minimize the requirement for individual or specialized support.
- Handle Active Directory and Microsoft 365 account creations and deletions.
- Configure and deploy Voice Over Internet Protocol (VOIP) phones including constructing and altering call trees.
- Responsible to support life cycle of hardware that includes the destruction and sanitation of data devices in accordance with information security policies and procedures.
- Uphold and implement security standards in compliance with IT Security policies, procedures, and industry best practices.

- Other duties as assigned.

### **What you'll bring**

- Post-secondary diploma in Information Technology, Computer Systems Technology or a related discipline or equivalent education and work experience
- Three (3) years' experience working in a similar position.
- Experience installing, configuring, and supporting Windows operating systems.
- Experience with Microsoft 365 suite (SharePoint, Outlook, Visio, Excel, etc.)
- Experience building, imaging, and configuring laptops.
- Extensive hardware/software troubleshooting experience.
- Experience in account administration and provisioning i.e., Active Directory.
- Practical knowledge of ITIL best practice process framework for IT operations.
- Basic understanding of networking principles, including IP addressing, DNS, DHCP, and VLANs.
- Ability to effectively interface and communicate with technical and nontechnical staff at all organizational levels.
- Strong and effective written, verbal and presentation skills with the ability to collaborate effectively with team members.

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](mailto: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 April 10, 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.