



Town of Erin
Job Description

IT Support Technician

Position Title: IT Support Technician

Business Unit: Corporate Services

Reports To: Manager, Information Technology and Digital Transformation

Job Type: Permanent, Full-Time

ABOUT US

Nestled on the edge of the Greater Toronto Area (GTA), Erin is more than just a town, it's a vibrant and progressive community that thrives amidst the beauty of rolling hills. As you step into Erin, you'll experience a place on the rise, experiencing explosive growth fueled by its strategic location and forward-thinking approach. The landscape is a testament to nature's artistry, with lush greenery and picturesque views that soothe the soul. But Erin is not just about scenery; it's about progress. With all the amenities of urban living at hand, residents enjoy a quality of life that balances convenience with tranquility. The heartbeat of Erin lies in its infrastructure, continuously evolving to meet the needs of its expanding population. From a state-of-the-art treatment facility ensuring clean water for all, to major water and sewer projects paving the way for future development, Erin is laying the groundwork for a sustainable tomorrow. At the helm of this transformation is a municipal team renowned for its progressive and innovative spirit, driving Erin to become one of Ontario's fastest-growing communities. In Erin, the journey towards progress is as scenic as it is promising, offering a glimpse into the future of modern living intertwined with the beauty of nature.

OVERVIEW OF POSITION

Reporting to the Manager of IT and Digital Transformation, the IT Support Technician will play a key role in driving business improvements through technical and system support. Serving as the first point of contact for all staff and management on IT requests, the successful candidate will efficiently deploy hardware, peripherals, and software, while supporting the maintenance of the Town's Information Systems. This role is integral in providing reliable IT services that align with the corporation's goals.

CORE RESPONSIBILITIES

- Oversees desktop support operations with respect to the day-to-day IT functions including – investigating, triaging, establishing priorities, ensuring timely resolutions to service inquiries and helpdesk operations.
- Provisions user profiles, email account creation and support Active Directory, Entra ID, Azure and M365 implementations.
- Provides support and maintenance for anti-virus control on all edge devices across the domain.
- Maintains operating systems, firmware and drivers on workstations and peripheral devices.
- Supports the procurement process for the entire corporation's IT equipment needs.
- Supports and maintains email services to ensure continuous availability and user satisfaction – including minimizing or eliminating unwanted/SPAM email.
- Provides broad support for local and network printers and multi-function devices.
- Coordinates and maintains a complete detailed inventory of all corporate hardware, operating systems and applications, including an optimal replacement schedule.
- Conducts periodic checks to make sure all systems are operating as expected and are up to date.
- Leads the development of knowledge base articles to enhance the end-user self-help systems available to

employees, along with related standards and policies.

- Provides assistance to users, both onsite and remotely, with business applications, hardware, and multi-user systems issues.
- Maintain and access control lists for a variety of computer systems using the appropriate administrative tools.
- Operate, maintain and troubleshoot computers controlling the Town's telephone, voicemail, and call software systems.
- Coordinate the activation of new phone extensions or provide relocation through programming changes.
- Perform any other related duties as assigned by Manager.

POSITION REQUIREMENTS

- A University degree and/or College diploma (Honours) in Business Technology Management, Information Technology, Computer Science or related discipline.
- Minimum of 3 years of related work experience.
- Minimum of 1 year in a similar role (preferably in the municipal sector).
- Advanced knowledge of computer hardware, software, networking and power supply installation.
- Ability to take a proactive approach to information system securities such as managing firewalls/ anti-virus applications.
- Proficiency in working with Windows Server, MSSQL databases, web applications, desktop computing, and system administration.
- Advanced knowledge in working with cloud-based software platforms.
- Strong attention to detail, high degree of accuracy, analytical thinking and planning skills.
- At least one of the following certifications: Internet Technology Infrastructure Library (ITIL) Foundation certificate, Network+, A+ certification, CompTIA Security+ certification (or equivalent) is required.
- Experience with Microsoft 365 – Teams/Teams phone, hypervisor(s) and clustering technologies, Experience with Android/Apple Mobile devices and Mobile Device Management - would be an asset.
- Ability to maintain confidentiality and integrity of information and data.
- Satisfactory passing of a criminal record check.

WORKING CONDITIONS AND ENVIRONMENT

- Flexible, hybrid work environment, including four days spent in-office and one day working from home.
- This position works 35 hours a week, 8:30am-4:30pm, Monday to Friday, however the incumbent may also work outside of regular business hours.
- The salary range for this position is \$76,307 - \$89,268.
- This position requires frequent travel within Town facilities/locations (mileage reimbursement applied).
- The Town offers an excellent comprehensive benefit package, and participation in the Ontario Municipal Employee Retirement Scheme (OMERS) pension plan.
- There is a requirement to be continually productive; to meet deadlines and manage multiple requests and situations at one time so the incumbent may be exposed to stressful situations.

If you're passionate about joining our growing, innovative team, don't hesitate to apply! We encourage you to apply by sending your resume to hr@Erin.ca, identifying job title in the subject line; we will accept resumes by 4:00pm on Wednesday, April 2nd, 2025. Please save your resume in PDF and save the document in the following format: Full name, Position Title.

We thank all applicants for their interest, however, only those being considered for an interview will be contacted.

The Corporation of The Town of Erin celebrates diversity, and we are proud to be an equal opportunity employer. We are committed to creating equitable opportunities and an inclusive environment for all employees and applicants. We make employment-related decisions without regard to race, color, religion, sex, national origin, sexual orientation, gender identity, age, disability, or veteran status. The foregoing represents a reasonable statement of the requirements of this position. We use the information collected in accordance with the Municipal Freedom of Information and Protection of Privacy Act for the purpose of job selection only. Accommodation is available for all parts of the recruitment process in accordance with the Accessibility for Ontarians with Disabilities Act. Please contact hr@erin.ca if you require any special accommodation to apply or interview for this position.