

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) INFORMATION TECHNOLOGY INFRASTRUCTURE ANALYST Temporary Full Time (12-month contract)	
JOB ID: C55-25	LOCATION: Hybrid - 51 Zina Street, Orangeville
JOB TYPE: Temporary Full Time (Non-Union)	DEADLINE TO APPLY: 4:30 p.m. on September 22, 2025

Reporting to the Manager of Information Technology (IT) and Geographic Information Systems (GIS), the Information Technology Infrastructure Analyst is responsible for the overall design, development, analysis and maintenance of the voice and data network and infrastructure for all Dufferin County departments and member municipalities. This position evaluates business procedures and acts as the key point of contact between internal staff and vendors, working to provide superior customer service and voice and data infrastructure to County and municipal staff. The position also provides technical support for critical IT services within the County and supports special projects as required.

What we can offer YOU!

- A competitive hourly wage ranging between \$55.96 – \$65.45 (January 1, 2025 Non-Union Pay Grid);
- Hybrid work arrangements
- Eligible to enroll in OMERS 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, maintain and enhance existing voice and data infrastructure in order to support the growth and changing needs of Dufferin County staff and member municipalities.
- Manage and enhance all network hardware and software including routers, switches, firewalls and wireless infrastructure.
- Manage all voice communications including Cisco Call Managers, gateways, voicemail servers and phones.
- Manage and enhance all servers and storage including SANs and backup hardware and software.
- Ensure that correct backup and restore procedures are in place so that data is protected and can be restored in a timely fashion.
- Data storage management and backup to ensure all data is secure and backed up using multiple levels of resiliency to prevent any possibility of data loss.
- Troubleshoot and solve complex network, security and voice communication issues.
- Act as a liaison between internal customers, vendors and IT staff.
- Work collaboratively with team members to continually improve IT services and ensure a high level of customer support is maintained.
- Uphold and implement security standards in compliance with IT Security policies, procedures, and industry best practices
- Ensure end-point encryption is in-place for all managed tablets, cell phones, laptops, etc.
- Monitor internal information security and privacy related controls, to ensure that they are working properly and as management intends, and escalate problems with these controls if they are not being addressed in an expedient and effective manner
- Maintains the master copies of, updates, and maintains critical Network infrastructure documentation such as topologies, policies, guidelines, standards, and procedures, so that new business activities, new business relationships, and new technologies are reflected therein.

- Coach, counsel, and mentor teammates to support growth, development and continuous improvement .
- Responsible to take on management, technical lead, and team member roles for IT related projects
- Other duties as assigned

What you'll bring

- Post-secondary degree in Information Technology, Computer Science, or an equivalent combination of education and experience
- Three (3) years of experience working in an IT role, with progressive experience in infrastructure systems design, development and implementation
- Experience administering a Windows network environment
- Experience administering a Cisco voice and data environment
- Broad IT experience dealing with security, Windows, servers, web applications, networking, virtualization, redundancy and monitoring, firewalls, storage, and backup and recovery
- Practical knowledge of ITIL best practice process framework for IT operations
- Excellent customer service skills
- Ability to participate in an on-call rotation
- Ability to work after normal business hours as needed

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.

Your past does not define your future. A criminal record will not necessarily disqualify you from employment with us. We evaluate each application individually.

All applicants are thanked for their interest. Those chosen for next steps in the selection process will be advised by October 8, 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.