

Job opportunity

The Corporation of the Town of Orangeville invites applications for the position of

End User Computing Administrator

Corporate Services department

(full-time position, 35 hours per week)

Located on the north-west edge of the Greater Toronto Area, less than one hour's drive from Toronto and just moments away from the natural beauty of the Niagara Escarpment, the Town of Orangeville (Town) offers an excellent combination of location, small-town charm and urban amenities. Situated in the picturesque natural setting of the Hills of Headwaters, Orangeville is home to over 30,000 residents and is the largest urban community and regional service centre within Dufferin County.

Orangeville is a great place to raise a family, with an excellent quality of life and a strong sense of community. The Town is committed to a values-based, thriving and collaborative work environment that supports our employees' success. Our values of respect, integrity, team and excellence (RITE) aren't just words, they're what we live by every day. They guide how we work together, do what is "RITE", make decisions and support each other. These values form the foundation of our workplace culture, helping us grow stronger as a team and better serve our community. Our employees are passionate about delivering high-quality programs and services to our residents and are proud to contribute to making Orangeville one of the exceptional places to live in Canada.

Position description

The Town has an opportunity available for the position of End User Computing Administrator. This position is responsible for ensuring the administration and operational stability of multiple elements of the end user computing environment. These include, but are not limited to, the Microsoft Desktop Operating System and ecosystem, Microsoft Intune, Mobile Device Management, the Information Technology Service Management (ITSM) System, End User Assets, and the ITSM Knowledge Base. This role will also serve as the end user computing Subject Matter Expert (SME) to internal IT teams, projects, and end users.

Job duties

- Providing technical support to end users, local and remote, to ensure issues are resolved in a timely manner; ensuring assigned tickets are addressed and closed within agreed service levels; remotely investigating and resolving hardware or software issues; supporting the Service Desk Technician, ensuring service desk

coverage is maintained during business hours; and providing Council and Council Chamber support for related systems, software, presentation and other equipment.

- Addressing escalated support calls, documenting problems and resolutions, prioritizing issues and assessing impact; and ensuring issues are escalated to appropriate technical resources within agreed service levels.
- Setting up and educating employees on new products and environment changes; developing and maintaining procedures for onboarding, offboarding, asset provisioning, and deployment; and training end users regarding mobile devices, workstations, online accounts, and general security awareness.
- Planning and co-ordinating installation, upgrade, configuration, and connectivity of end-user technology; monitoring software and hardware firmware levels; administering and monitoring the ITSM toolset, ensuring performance and reporting capabilities; assessing system performance, recommending improvements, and implementing approved changes; and ensuring that end user device Operating Systems are optimized, managed, updated, and secured.
- Contributing to documentation for the planning and implementation of IT end user technology; developing, reviewing, and maintaining documentation for supported applications, including training manuals, configurations, workflows, troubleshooting, procedures, and operating / support agreements; and contributing to and maintaining a repository for application documentation.
- Developing and maintaining the end user technology assignment and lifecycle register; ensuring tracking of assets (hardware, software, and licenses) throughout their lifecycle; contributing to the development and maintenance of the IT Service Management framework, policies, procedures, workflows, etc.; and contributing to the development of budgets related to the end-user computing environment.
- Facilitating the procurement of approved technology, adhering to established policies and procedures; ensuring expenditures align with budget adherence and corporate financial policies; and managing vendor relationships and related contracts (e.g., telecommunications companies, software license renewals).
- Contributing to strategic planning through the development of innovative ideas on how to improve support processes.
- Other duties as assigned.

Qualifications

- Diploma or University degree specializing in Computer Science, Information Technology, Computer Engineering, a related field, or combination of education, training and experience deemed to be equivalent.
- Five (5) years of related progressive experience in a continuously challenging environment.
- Three (3) years of hand-on experience with Microsoft Intune.
- Three (3) years of hands-on experience with Active Directory and GPO.

- MCSE or equivalent, or Microsoft Certified: Modern Desktop Administrator Associate or equivalent, and ITIL Foundations.
- Strong knowledge of Microsoft Client Operating System (Windows 11), Office 365 Core Applications, mobile devices, PC hardware, and tablets
- Strong customer service and the ability to convey technical knowledge to others
- Ability to Troubleshoot and Diagnose Problems
- Strong interpersonal and communication (verbal and written) skills
- Advanced expertise and solid working knowledge of PC hardware and software; the ability to set up, configure and rebuild end user computer systems

Successful candidates will be required to complete a background check, including but not limited to a Criminal Record Check, in accordance with the duties of this position.

Salary range: \$86,450.36 to \$ 101,134.69, Band 10 on the Town's 2025 pay grid plus a comprehensive benefits package.

Qualified candidates are invited to apply no later than 4 p.m. on **December 5, 2025**. Applications may be submitted online or in person at Town Hall, 87 Broadway, addressed to Human Resources. Please do not email your application. Please note that only those who are selected for an interview will be contacted by Human Resources.

To select the best candidates to serve the Town of Orangeville and its people, several screening tools, including police record checks, may be required as part of the hiring process for certain employment or volunteer positions. When requested, applicants are required to provide a police record check as a condition of their offer of employment. Police record checks must be dated within three (3) months of the employment offer to be considered valid. The specific type of police record check required will be indicated in the job posting qualifications.

The Town of Orangeville is an equal opportunity employer. Accommodations are available for all parts of the recruitment process, and applicants are asked to make their needs known in advance. By submitting your personal information to the Town of Orangeville, you consent to the collection, use and disclosure of that information in connection with our recruitment, hiring and/or employment processes. Personal information on this form is collected under the authority of the Municipal Act, 2001, S.O. 2001, c.25, as amended, and will be used to determine the qualifications for employment with the Town of Orangeville. Questions about this collection should be directed to the manager, Human Resources at 87 Broadway, Orangeville, Ontario L9W 1K1.

Questions about this posting?

Human Resources, Town of Orangeville

Email: hr@orangeville.ca

Phone: 519-941-0440 ext. 7304