

IT & Process Coordinator

Welcome to Ramara Township, located in Central Ontario, just 90 minutes from the GTA. Nestled by Lakes Simcoe and Couchiching, we offer access to beautiful parks, beaches, and trails. We value our employees and promote a positive, collaborative workplace. Benefits include health coverage, an OMERS Pension plan, paid time off, and flexible work arrangements. Join us in making a difference in the community by applying for the IT & Process Coordinator position. We look forward to your application!

Core Responsibilities

- Act as the primary liaison with the County of Simcoe IT provider, managing service agreements and day-to-day coordination.
- Perform on-site troubleshooting and provide light internal technical support.
- Maintain and oversee software license tracking and vendor contracts.
- Support and maintain inventory of Township IT hardware; research and establish hardware policies and lifecycle programs.
- Provide back-up support for Council meeting livestreaming.
- Coordinate onboarding and offboarding of computer/mobile equipment, software training, and licenses for Township staff.
- Support and maintain back-end systems (e.g., website CMS, CityWide, intranet, LaserFiche, online forms).
- Evaluate and make recommendations for new software or computer equipment acquisitions.
- Create and maintain IT governance policies and procedures.
- Maintain IT training documentation and onboarding materials.
- Assist with an initial review of Township IT systems, software, services, and needs to inform development of a long-term IT strategy.
- Collaborate on corporate-wide projects, including digitization and process improvement.
- Apply process and change management analysis to technology implementations.
- Research and assess responsible uses of automation and AI within municipal operations.
- Monitor emerging digital trends and tools (e.g., low-code platforms, process automation) to identify opportunities for innovation or improved service delivery.
- Comply with all health and safety practices, standard operating guidelines, and the Occupational Health and Safety Act.
- Wear personal protective equipment as required and report hazards to the Supervisor.

Experience

- 2+ years experience in IT coordination, systems support, business analysis, or project coordination roles.
- Demonstrated experience working directly with software and hardware in a hands-on capacity.
- Familiarity with municipal systems (e.g. CityWide, CivicWeb/iCompass, Govstack, Microsoft 365, Power Platform) is an asset.
- Experience supporting process improvement or service delivery initiatives is an asset.

Qualifications & Skills

- Post-secondary education in Information Technology, Business Technology Management, Public Administration, or a related field.
- Lean Yellow or Green Belt certification or other project management/process improvement training is an asset.
- Broad understanding of systems, software, and IT infrastructure, with the ability to troubleshoot and implement solutions directly.
- Strong technical troubleshooting, communication, and organizational skills.
- Demonstrated ability to identify knowledge gaps and independently learn new systems, tools, and technologies.
- Affinity for problem-solving and continuous learning; ability to bridge technical and operational needs.
- Understanding of AI trends, automation tools, and digital platforms relevant to the public sector.
- Ability to apply a process lens to technology implementations, ensuring digitization improves workflows rather than replicates inefficiencies.

- Capacity to work collaboratively across departments and with external vendors.
- Attention to detail and follow-through in supporting strategic initiatives and maintaining documentation.
- Valid Class “G” Driver’s Licence required.

Salary

\$37.62 - \$44.00 / hour

Join a team that invests in you! Enjoy OMERS pension plan membership and a comprehensive health and dental benefits package designed to support your well-being and future.

Join Our Team

To apply, please combine your cover letter and resume into a PDF document entitled **"IT & Process Coordinator"** addressed to Brittany Wilson, CHRP, Director of HR/H&S/Recreation and submit to hr@ramara.ca . Artificial intelligence is not used to screen, assess or select applicants. This posting is for an existing vacancy. Please be advised, this posting will remain open **until January 11, 2026**, at 4:30 p.m.

We collect information for job applications under Section 29(2) of the Municipal Freedom of Information and Protection of Privacy Act. This information helps us decide if you are eligible for employment. The Township of Ramara is committed to creating an inclusive and barrier-free environment, and we will provide support at every step of the hiring process. If you need any assistance to participate fully in the recruitment process, please let Human Resources know. Thank you to all applicants. Only those selected for an interview will be contacted.