



INFORMATION TECHNOLOGY BUSINESS SOLUTIONS COORDINATOR

One (1) Permanent Full-Time Position

35 Hours per week

Why Choose Loyalist for Your Next Great Career Opportunity? Loyalist Township is committed to developing employees who are passionate about making a difference. We support employees to grow their strengths, and together we will reach our collective full potential as an employer of choice. We offer excellent pay and benefits including OMERS, a defined benefit pension plan. Service to our community, and to each other is what we do.

Loyalist Township is a growing community of over 18,000 residents situated on the north shore of Lake Ontario between the Town of Greater Napanee and the City of Kingston. The Township is a blend of rural and urban areas with a number of smaller hamlets throughout, including its very own island community, accessible by ferry. It is an outdoor lovers dream, with a Great Lake on the doorstep and beautiful Canadian shield lakes and provincial parks minutes away to the north. Next door is the historic City of Kingston, which boasts an amazing downtown core right on Lake Ontario, full of excellent restaurants and nightlife offerings. We are also connected to large urban centres by the 401, with the GTA two hours to the west and Ottawa two hours to the east.

Annual salary: \$66,648 - \$77,969

How to Apply: Interested applicants are invited to apply online through our [Careers](#) website by 11:59 p.m. on Sunday, May 10, 2026.

POSITION SUMMARY:

The Information Technology (IT) Business Solutions Coordinator bridges business needs with technology solutions to optimize processes, enhance productivity, and ensure alignment with organizational standards. This role is responsible for analyzing workflows, gathering and documenting requirements, and designing and implementing automation and reporting solutions using Microsoft 365 technologies including, SharePoint, Power BI, and Power Platform tools (Power Automate, Power Apps) and other technologies, as appropriate.

The IT Business Solutions Coordinator provides operational and leadership support to the IT Manager and contributes to emergency operations planning and response activities to ensure business continuity and system reliability.

Working closely with cross-functional teams, the IT Business Solutions Coordinator will need to manage competing priorities and deliver high-quality solutions and supports initiatives that align with organizational strategy and continuous improvement objectives.

RESPONSIBILITIES:

Requirements Gathering and Documentation

- Partner with business stakeholders to gather, analyze, and document requirements.
- Conduct workshops and interviews to gather functional and technical requirements.
- Create detailed documentation including process maps and develop acceptance criteria.
- Identify and define the need for new technology and develop scope of work for purchasing documents, as required

Solution Implementation and Testing

- Configure and implement automation features within existing platforms or with vendor support for new platforms.
- Coordinate with operations teams and vendors for procurement, integration and deployment of new solutions.
- Develop and execute test plans to ensure quality and functionality.
- Support asset management by maintaining accurate records and coordinating lifecycle processes, including onboarding/offboarding logistics.

Performance Monitoring and Continuous Improvement

- Create and monitor key performance indicators (KPIs) to measure the impact of enhancements and automation.
- Build dashboards and reporting tools to support data-driven decision-making
- Develop iterative improvements to solutions as required by performance and through continuous feedback from users.
- Provide user training, documentation, and implementation support after new tools or processes are launched.

Privacy and Security

- Ensure compliance with organizational policies, the Municipal Freedom of Information and Protection or Privacy Act (MFIPPA), IT security best practices with a focus on data privacy and controls.
- Ensure compliance with governing legislation, records and Information management policies, data governance, and security standards.
- Assist with document management systems, version control, and records retention policies in accordance with municipal policies and bylaws (SharePoint Retention Labels, file plan updates, policy controls, etc.)

Software Support

- Deliver customer-focused service, communicate status updates, manage expectations, and maintain positive relationships with stakeholders across the organization.
- Troubleshoot and support end users with applications that are being used with automation processes.
- Maintain accurate service records and contribute to knowledge management practices to improve service consistency.
- Ensure appropriate licensing is in place for all software applications being deployed.
- Provide end-user support and training for SharePoint, Power Platform, Office 365 tools, and other technologies, as required.

Administrative Duties

- Participate in the IT & GIS Steering Committee to guide technology decisions and align investments with organizational priorities.
- Provide input into the preparation of operating and capital budgets and assist with tracking actual results against approved budgets.
- Liaise with suppliers and contractors in the provision of IT-related goods and services.
- Coordinate multiple initiatives and manage priorities in collaboration with IT and business teams

Leadership Support & Emergency Operations

- Assume delegated responsibility of the IT Manager during periods of absence, including vacation or leave to ensure continuity of operations
- Serve as the operational backup for the IT Manager during emergency operations – including cyber incidents, disaster recovery events – to maintain coordinated response activities and ensure continuity of service.
- Lead projects or initiatives involving multiple divisions to guide planning, communication and delivery from initiation to completion.

Other duties as assigned

MINIMUM QUALIFICATIONS:**Education**

- Three (3) year diploma in computer technology, computer science, information technology management, or another relevant discipline.

Experience

- Two (2) years' experience in a multi-server environment, preferably in the public sector.
- Experience with Office 365, SharePoint, Power BI, and automation platforms such as FME, Power Automate, Power Apps, alongside exposure to enterprise systems (e.g., GIS, customer service, financial, maintenance management).
- Experience with project management.

Preferred Experience

- Experience in administering relational databases in SQL, Postgres, and MySQL.
- Experience supervising staff in a unionized environment.

Knowledge/Skill/Ability

- Platform experience with Office 365, SharePoint, Power BI and others.
- Experience with automation platforms such as FME, Power Automate, Power Apps and enterprise systems such as GIS, customer service, financial, and maintenance management.
- Effective communication and stakeholder engagement across cross-functional teams and an awareness of change management impacts on end users.
- Excellent oral and written communication skills and ability to interact with and support individuals with a wide variety of technical skills.
- Experience with project management, ability to analyze data to support decisions, and ability to learn, create, and document existing and new processes/activities.
- Ability to learn new technology, tools, and systems.

- Ability to manage competing priorities effectively and efficiently with minimal supervision and flexibility and organization skills to meet established deadlines in a dynamic work environment with multiple demands.
- Demonstrate sound judgement and utmost discretion in handling confidential and sensitive information.
- Understand and employ public data privacy and compliance, including MFIPPA requirements.

Other Requirements

- Possess and maintain a valid Class 'G' driver's license, in good standing and reliable vehicle to use on corporate business.
- Obtain and maintain satisfactory Criminal Record Check (CPIC).

Note: Above duties are representative of a typical position and are not to be construed as all-inclusive.

WORKING RELATIONSHIPS:

Internal

Information Technology staff, staff across the organization on project teams.

External

Vendors and external agencies.

WORKING CONDITIONS:

- Normal office environment working conditions apply.
- May be seated for long periods.
- Will be required to occasionally attend meetings outside of regular office hours.

Note: The foregoing is intended to outline the general description of duties and responsibilities for this position. It is not intended, nor should it be interpreted as a complete description. Loyalist Township reserves the right to amend this position description at any time.

Loyalist Township values a diverse workforce and looks to attract and retain people who will work together to provide excellent service to our residents, visitors, business partners, and each other. If you are looking for a rewarding opportunity to work with a team of professionals dedicated to promoting the quality of life and prosperity of our community, come join us!

In accordance with the *Accessibility for Ontarians with Disabilities Act*, Loyalist Township is pleased to accommodate the individual needs of applicants with disabilities within the recruitment and selection process. Please contact the Human Resources team at hr@loyalist.ca or 613-386-7351 ext. 149 if you require accommodation.