



THE CORPORATION OF THE DISTRICT OF SUMMERLAND JOB DESCRIPTION

Title	Information Technology Coordinator (Exempt Position)	Salary	\$59-69,000/year
Department	Corporate Services	Location	Municipal Hall
Manager	Director of Corporate Services	Reviewed	July 2, 2015

DUTIES

Under the direction and supervision of the Director of Corporate Services, provide support and training to staff to optimize their use of the District's information technology (IT) and telecommunications (telecom) systems; resolve problems with software and hardware; and install and maintain IT and telecom equipment.

Performs and is responsible for the following duties:

1. Receive, log, prioritize and act on staff support requests.
2. Provide support to staff on the use of all hardware and software used in the District's IT systems.
3. Answer inquiries and solve software and hardware related problems.
4. Escalate software and hardware inquiries and problems to internal or external knowledge area experts when appropriate.
5. Install, deploy, maintain, upgrade and retire IT and telecom hardware and software.
6. Ensure uniformity of hardware and software configurations.
7. Assist staff and contracted vendors with installation, modification and removal of IT and telecom equipment.
8. Liaise with vendors to provide support when appropriate.
9. Contribute to and develop internal IT knowledge base
10. Maintain inventory of all IT and telecom hardware and software.
11. Provide recommendations to supervisor for staff training to optimize software utilization.
12. Provide recommendations to supervisor for hardware and software allocations, upgrades and modifications to support staff job duties.
13. Discuss issues that deviate from established policies, procedures and budgets with supervisor prior to taking action.
14. Perform related duties where qualified, when requested by supervisor.

SKILLS AND KNOWLEDGE

1. Excellent problem solving, customer service and interpersonal skills
2. Understand and apply the techniques of computer hardware, software, and telecomm installation, configuration and maintenance
3. Advanced level operation of all end-user software used in the District's IT systems
4. Organize and prioritize work
5. Maintain accurate records
6. Analyze hardware and software problems of IT systems
7. Data network problem identification and troubleshooting
8. Identify when problems need to be escalated to staff or contracted vendors
9. Identify training needs, provide one-on-one training, and recommend related training
10. Identify IT needs and recommend appropriate solutions
11. Ability to effectively communicate technical ideas clearly and concisely to non-technical audiences both verbally and in writing
12. Willingness to take ongoing training to improve and expand knowledge and skills
13. Ability to adjust working hours on occasion to accommodate scheduled projects and maintenance
14. Establish and maintain courteous, professional and effective working relationships with staff and contracted vendors
15. Relate with the public in a courteous and professional manner

QUALIFICATIONS

1. Diploma (2 years) in computer technology, or equivalent experience
2. Three years of recent experience with IT hardware and software installation and support
3. Class 5 B.C. Driver's Licence

HOURS OF WORK

- Regular hours are 8:00 a.m. to 4:30 p.m., Monday to Friday.
- Scheduled projects and maintenance will require after-hours work as needed.