CITY OF COLWOOD

JOB DESCRIPTION

TITLE: **INFORMATION TECHNOLOGY SERVICES COORDINATOR**

DEPARTMENT: **FINANCE**

POSITION TYPE: **UNION**

PAY GRADE: **PAY GRADE 15 ($37.97/HR)**

LAST UPDATED: **APRIL 2017**

NATURE AND SCOPE OF WORK

Under the direction and supervision of the Director of Finance; the incumbent is responsible for providing support to all staff and council in the areas of information technology systems and business applications used throughout the organization. The incumbent is expected to engage as part of a team environment; work with staff across the organization; require minimal supervision and make sound decisions.

TYPICAL DUTIES AND RESPONSIBILITIES

Oversee the day to day IT systems operation and business applications for the organization. Ensure that systems and applications performance standards are maintained. Provide staff training relating to the use of the technology and applications. Execute system backups, maintain system security and manage Help Desk functions.

Provide project management for contracted services and vendors. Coordinate the service and support work as per contract terms.

Plan and organize upgrades and improvements to the IT systems infrastructure and business applications. Meet with users, managers, and vendors to identify opportunities; prepare business cases and project implementation plans.

Ensure the effective deployment of the business applications adopted by the organization. Facilitate cross departmental use and training of the applications.

Draft and recommend policies, procedures and standards related to IT services for internal department use, as well as for the organization.

Consult with staff, vendors and technical resources. Provide technical advice to staff on all aspects of the technology deployed within the City. Through vendors and other resources, identify new opportunities to improve the technology component of the City services. Review technology trends and make recommendations.

Prepare the IT department annual budget by identifying IT expenditures, projects and capital requests for review by the Director of Finance. Monitor and control expenditure for core services and capital projects to ensure items stay on budget throughout the year.

Prepare reports relating to IT operations and business applications. For departments, prepare supporting information relating to the application and business case.   Prepare documentation required for IT operations. Make presentations on existing and planned systems.

Performs other related duties as may be assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Understand and apply the techniques to install, configure and maintain computer hardware, software and telecommunications equipment.

Thorough understanding of the end-user business applications used by the City.

Advanced skills in trouble shooting personal computers and Microsoft Office software.

Excellent problem solving, customer service and interpersonal skills.

Ability to organize and prioritize work; be capable of multi-tasking in dealing with operational problems.

Maintain and create detailed documentation of IT processes, procedures and assets.

Identify technology needs and solutions; make appropriate recommendations

Identify training needs, provide staff training and recommend related training.

Ability to effectively communicate technical ideas; both verbally and in writing, to non-technical audiences.

Must be willing to work a flexible schedule due to the occasional evening meeting, special project or maintenance requirement.

Establish and maintain courteous, professional and effective working relationships with staff, vendors and contractors.

MINIMUM TRAINING AND EXPERIENCE REQUIRED

A Diploma (2 year) in Information Technology Science, or equivalent program; together with a minimum of 2 years demonstrated practical Information System and business applications experience relating to the position duties.

PREFERRED TRAINING AND EXPERIENCE REQUIRED

University Degree in Information Technology Science, or equivalent program; together with 2+ years demonstrated practical Information System and business applications experience relating to the position duties.

Preference will be given to candidates with relevant recent municipal government or related government experience.

Experience with Municipal software such as Microsoft Dynamics Great Plains, SharePoint, City View, Municipal GIS Software and other related software preferred.

REQUIRED LICENCES, CERTIFICATIONS AND REGISTRATIONS

Valid Class 5 BC driver license.

Satisfactory Criminal Record Check.

APPROVED:

INCUMBENT: _____ DATE: _____

CHIEF ADMINISTRATIVE OFFICER _____ DATE: _____