



POSITION DESCRIPTION

POSITION CLASSIFICATION: IT Support and Services Coordinator

DEPARTMENT: Corporate Services Department

REPORTS TO: Director of Corporate Services/Clerk

EFFECTIVE: April 25, 2025

PRIMARY FUNCTION:

Reporting to the Director of Corporate Services/Clerk, this position plays a key role in aligning information technology (IT) initiatives with the Township's strategic and operational objectives. As the primary liaison between internal departments, external vendors, and service providers, the incumbent ensures the effective coordination of IT services that support daily operations and long-term digital transformation goals. The role is responsible for managing IT support functions, including triaging issues, delivering frontline customer service, and overseeing external technology service providers who help to support helpdesk operations, procurement and lifecycle management, network, infrastructure and cybersecurity best practices.

A significant focus of the position is on advancing digital transformation through the planning and implementation of projects that enhance business systems, automate workflows, and improve service delivery. The incumbent collaborates closely with staff to understand business needs, identify opportunities for technology and data driven improvements, and lead system enhancements and integrations that increase organizational efficiency.

This position is ideal for a solutions oriented, tech-savvy professional with strong problem-solving abilities, a commitment to high-quality customer service and excellent communication skills. The successful candidate will demonstrate the ability to build productive relationships across departments, understand complex business processes, and translate user needs into effective, practical IT solutions that enhance service delivery, streamline operations, and drive measurable value for the Township.

MAJOR RESPONSIBILITIES:

Technology Service Management

- Ensures external service providers meet agreed upon service levels and are equipped with the necessary information to deliver optimal support.
- Monitors the performance of IT services and provides status updates to management and corporate IT governance.
- Supports the coordination of resources for budgeting, planning, development and delivery of technology services or systems.

Customer Service Support

- Serves as the main point of contact for receiving and managing routine IT support requests.
- Provides first-level support for hardware, software, network, and systems issues escalating complex problems to external service providers as needed.
- Creates and maintains documentation such as procedures, technical solutions, and user guides to support knowledge sharing.

Portfolio, Program, and Project Support

- Leads the planning, execution, and delivery of IT projects, ensuring they are completed on time, within scope, and aligned with strategic objectives.
- Provides reporting and analysis on the status, risks, and performance of the IT project portfolio to support informed decision-making by corporate IT governance.
- Coordinates project support activities, including scheduling, documentation, and tracking of milestones, budgets, and deliverables across multiple initiatives.

Stakeholder Relationship Management

- Identifies stakeholder communication needs and translates requirements into actionable tasks.
- Acts as a primary liaison for stakeholder engagement, offering feedback to promote understanding and collaboration with broader IT and Township goals.
- Supports business decisions by gathering, analyzing, and communicating technical and business information.
- Addresses service issues, leads problem resolution efforts, and shares lessons learned with relevant staff/customers.

Requirements Definition and Management

- Leads the planning and prioritization of business and IT requirements across various initiatives.
- Gathers input from diverse stakeholders, manages competing priorities, and ensures alignment through negotiation.
- Establishes and manages baseline requirements while overseeing the change control process.

Business Situation Analysis

- Analyzes business processes and operational challenges to identify opportunities for driving improvements through technology and data.
- Collaborates with stakeholders to gather insights, define needs, and evaluate the impact of proposed solutions.

- Uses data and systems thinking to assess current-state environments in order to recommend strategies that optimize the way in which departments operate.

Supplier/Vendor Management

- Gathers and reviews data on supplier performance and addresses any service-related issues.
- Tracks and reports vendor compliance with contract terms and consistent with customer satisfaction.
- Maintains operational relationships with vendors and manages issue resolution and service improvement plans as needed.

Sourcing and Procurement

- Manages the procurement lifecycle for IT assets, from identifying needs and developing specifications to evaluating bids and awarding contracts for both enterprise systems and routine hardware/software purchases.
- Coordinates with departments to forecast technology needs, ensuring timely acquisition of equipment, licenses, and services in alignment with operational requirements and budget constraints.
- Ensures procurement - large and small - comply with organizational policies, the procurement by-law and approval by management and IT governance.

Change Control

- Leads the review, analysis, planning, and execution of changes to IT systems and services, working with effected departments to ensure they are prepared.
- Develops and implements change management plans for complex changes.
- Assesses the risks associated with changes and ensures that they are mitigated with respect to departmental and Township-wide operational requirements.

Other Responsibilities

- Supports IT policy development, long-term planning, and capital budgeting for the Township.
- Ensures confidentiality and compliance with Township policies.
- Performs other related duties as assigned by the Director.

EDUCATION, QUALIFICATIONS, AND EXPERIENCE:

Education

- Post-secondary education in Information Technology, Computer Science, or a related field that combines technical knowledge with relationship management.

Certifications

- Project Management certification (e.g., PMP, CAPM) and vendor/relationship management certification (e.g., BRMP, CPSM, COP) are strong assets.
- Certifications such as Associate Computing Professional (ACP) and ITIL (IT Service Management) are desirable.

Experience

- 3–5 years of experience in IT roles such as Coordinator, Manager, Supervisor, Business Analyst, or Relationship Manager.
- Experience in municipal or public sector environments is preferred.