



Full Time External Opportunity
IT SUPPORT AND SERVICES COORDINATOR

Salary \$84,463-\$109,983

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.

Areas of Responsibility

- Technology Service Management
- Customer Service Support
- Portfolio, Program, and Project Support
- Stakeholder Relationship Management
- Requirements Definition and Management
- Business Situation Analysis
- Supplier/Vendor Management
- Sourcing and Procurement
- Change Control

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.

The Township of Scugog is an equal opportunity employer. In addition, accommodation will be provided in accordance with the Accessibility for Ontarians with Disabilities Act (AODA).

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.

Please submit a cover letter and resume clearly outlining how you meet the qualifications of this position no later than 4:30PM on **Friday June 6, 2025**, to Valerie Ratchford, Human Resources resumes@scugog.ca

As part of the hiring process, selected applicants will undergo pre-screening and may be required to complete a test.

We thank all applicants and advise that only those selected for an interview will be contacted.

Personal information will be used to determine eligibility for potential employment and is pursuant to the Municipal Freedom of Information and Protection of Privacy Act.