

IT Services Coordinator Administration

PERIODE OF EMPLOYMENT

Full-time, permanent (37.5h)

POSITION SUMMARY

The incumbent performs tasks related to IT security, maintaining proper IT and technological operation by providing support (help desk) to all municipal employees as well as administering various maintenance and administration of contracts with various suppliers.

EDUCATION AND TRAINING

- College diploma in networking and computer security or;
- Bachelor's degree in computer networks and cybersecurity or;
- any other equivalent training relevant to the position.

SKILLS and QUALIFICATIONS

- Excellent communication and interpersonal skills.
- Ability to work independently and in a team.
- Ability to learn new technologies and stay up to date with them.
- Interest in analyzing and providing solutions to the team.
- Solid knowledge of operating systems and productivity software such as Office 365.
- Knowledge of Active Directory, Intune, Microsoft 365, Sharepoint and Azure.
- Experience working with SQL Server.
- Advanced knowledge of networks such as segmentation and VLANs, wireless technologies and their management.
- Experience with vendor such as, but not limited to, Dell, Sonicwall, HPE and Ubiquiti.
- 5 years of experience as a system administrator or similar position.
- 2 years of management experience with Microsoft 365 and these tools.

ROLES AND RESPONSIBILITIES

1. Technical Support:

- Provide technical support to municipality users, quickly addressing hardware and software issues.
- Diagnose and resolve complex technical problems with desktop computers, laptops, mobile devices and other IT equipment.
- Offer remote support and on-site assistance when necessary.
- Prepare the necessary materials for live broadcasts from the municipality.

2. **System maintenance:**

- Regularly perform system maintenance tasks, such as software updates, patches, and security configurations.
- Monitor network performance and resolve issues to ensure optimal operation.
- Collaborate with the administrative team and the municipality to implement system upgrades and improvements.

3. **Documentation and training:**

- Create and update IT process documents, procedures and troubleshooting guides.

4. **Hardware and software management :**

- Manage and maintain an inventory of computer equipment and software.
- Purchase and deploy new IT equipment as needed.
- Acts as contact person for various computer equipment and software suppliers.

5. **Communication systems:**

- Ensure the proper functioning and provide technical support for the various communication and telecommunications systems (cellular, VoIP, WIFI).

6. **Safety and compliance :**

- Ensure that all IT systems comply with cyber security policies.
- Implement cyber security measures and best practices to protect the municipality's data and infrastructure.
- Maintain continuous improvement in cyber security policies.

7. **Problem resolution :**

- Analyze complex technical problems, identify root causes and implement effective solutions. Escalate critical issues to higher level support or vendors as necessary.

Caution: The above statements reflect the characteristic elements of the identified job and are intended to describe the general nature and level of work performed and should not be construed as an exhaustive enumeration of all inherent occupational responsibilities, duties, abilities, and requirements. All staff members may, from time to time, be required to perform tasks outside the scope of their normal responsibilities, as required.