



The TOWNSHIP of
NORTH DUMFRIES

EMPLOYMENT OPPORTUNITY

INFORMATION TECHNOLOGY (IT) COORDINATOR

If you're an experienced individual who is looking for a new career opportunity and challenges within a growing Municipality, then we invite you to consider joining the Township's Corporate Services Department. In North Dumfries you will find a career opportunity where you can be part of a Team of professional staff where a diversity of responsibilities exist.

The Township of North Dumfries is seeking applications for the position of an **Information Technology Coordinator**.

The Township of North Dumfries is situated in the southern part of Waterloo Region, straddling the Highway 401 corridor adjacent the Cities of Kitchener and Cambridge. Due to our locational attributes, the Township of North Dumfries is poised for residential growth where development is already underway for the planned population of an additional 6,000 residents and over 2,300 new employment positions by 2031.

Reporting directly to the Treasurer / Director of Corporate Services, the Information Technology Coordinator is versatile generalist role that provides support for Corporate IT systems, manages IT-related projects, and coordinates between various departments and external vendors. The role and responsibilities of the Information Technology Coordinator are outlined in a job description available on the Township's website:

www.northdumfries.ca

The ideal candidate will possess the following qualifications:

1. Minimum three year (3) post-secondary education in Information Technology or related programs.
2. Minimum of three years of progressively responsible experience including experience in Information Technology system and application implementation and IT project coordination.
3. Excellent organizational, analytical and problem-solving skills.
4. Superior customer service, communications and interpersonal skills to deal with the Staff, the Public and 3rd Party Vendors

The Township offers a competitive salary range of \$79,752.40 to \$99,699.60 [under review] on an annual basis for the Information Technology Coordinator position. Wages will be determined through the experience and qualifications of the selected candidate.

Submit resumes with cover letter before **4:30 pm. on Thursday September 11th, 2025** to:

Christina Brox,
Treasurer / Director of Corporate Services
106 Earl Thompson Road, 3rd Floor
P.O. Box 1060
Ayr, Ontario N0B 1E0
cbrox@northdumfries.ca

If you need an accessible format, please email ddonald@northdumfries.ca or call (519) 632-8800. The Township of North Dumfries is committed to providing accommodation for persons with disabilities. Accessibility accommodations are available for all stages of the recruitment process. If you are contacted regarding this position, please advise of any accommodation measures you may require during our selection process. Information received relating to accommodation needs of candidates will be addressed confidentially.

We thank all candidates for their interest, however, only those applicants selected for an interview will be contacted. Applicant information is collected in accordance with the *Municipal Freedom of Information and Protection of Privacy Act* and will be used only for candidate selection.

August 1, 2025



The TOWNSHIP of
NORTH DUMFRIES

JOB DESCRIPTION

Information Technology (IT) Coordinator

Reports To: Treasurer / Director of Corporate Services

Supervises: Nil – Liaises and coordinates work program of 3rd Party Vendor retained to support IT services

Department: Corporate Services

Division: Information Technology

Classification: Non-Union

Position Overview:

The Information Technology (IT) Coordinator is a versatile generalist role that provides support for Corporate IT systems, manages IT-related projects, and coordinates between various departments and external vendors. The incumbent ensures smooth operation of IT infrastructure, manages the IT budget, and contributes to the development and implementation of IT strategies. The IT Coordinator is the lead individual that liaises and supervises the work program of a 3rd Party Vendor retained by the Corporation that delivers IT services on behalf of the Municipality. The IT Coordinator deals with, and trouble shoots Staff related issues with technology before the matter is escalated to the 3rd Party Vendor.

A. KEY ROLES AND RESPONSIBILITIES

1. Network Support – Providing maintenance and supports services for communications networks. Key tasks include:
 - Monitors network operations to optimize performance;
 - Assist with planning, installation, maintenance, and acceptance of network components and services, aligning with service expectations, standards and security requirements;
 - Ensures network support requests are handled according to set standards and procedures;

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- Drives the adoption of tools and processes for effective operational management and delivery, ensure security considerations are addressed. Maintains procedures and documentation. Investigates and resolves complex network problems. Tracks operational issues and reports to stakeholders.
2. Infrastructure Operations – Provisioning, deploying, configuring, operating and optimizing technology infrastructure across physical, virtual and cloud-based environments.
- Provides technical knowledge to optimize the performance of the technology infrastructure;
 - Drives the adoption of tools and automated processes for effective operational management and delivery;
 - Assists with the planning, installation, maintenance and acceptance of new and updated infrastructure components and infrastructure-based services. Aligns to service expectations, security requirements and other quality standards;
 - Ensures operational procedures and documentation are current and effective, tracks and addresses operational issues and reports to stakeholders.
3. Information Security (Strategic) – Defining and operating a framework of security controls and security management strategies.
- Provides advice and guidance on security strategies to manage identified risks and ensures the adoption and adherence to standards;
 - Contributes to the development of information security policy, standards and guidelines;
 - Obtains and acts on vulnerability information and conducts security risk assessments, business impact analysis and accreditation on complex information systems.
 - Under the direction of the Treasurer / Director of Corporate Services, investigates major breaches of security and recommends appropriate control improvements to the Chief Administrative Officer.

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4. Security Operations – Managing and coordinating security measures, using tools and intelligence to protect assets, ensuring compliance and operational integrity.
 - Coordinates security operation procedures, ensuring adherence and effectiveness, including cloud security practices and automated threat responses;
 - Reviews actual or potential security breaches and vulnerabilities and ensures that they are promptly and thoroughly investigated. Recommends to the Chief Administrative Officer the actions and appropriate control improvements;
 - Obtains and acts on vulnerability information and conducts security risk assessments, business impact analysis and accreditation on complex information systems. Investigates major breaches of security and recommends to the Chief Administrative Officer and the Senior Management Team appropriate control improvements.
5. Customer Service Support – Managing and operating customer service or service desk related functions.
 - Monitors service delivery across multiple channels and analyses performance data;
 - Contributes to the development and implementation of service standards and procedures. Provides technical and procedural guidance to Staff.
 - Identifies trends in customer inquiries and service issues making recommendations to the Treasurer / Director of Corporate Services on process improvements.
6. Continuity Management – Developing, implementing and testing business continuity framework.
 - Contributes to the development of continuity management plans;
 - Identifies information and communication systems that support critical business processes;
 - Coordinates the planning, designing and testing of contingency plans under the direction of the Treasurer / Director of Corporate Services and the Senior Management Team.

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7. Application Support – Under the direction of the Treasurer / Director of Corporate Services, delivers the management, technical and administrative services to support and maintain live applications.
 - Maintains application support processes and checks that all requests for support that are assigned to the 3rd Party Vendor are dealt with according to agreed procedures;
 - Uses application management software and tools to investigate issues.
8. IT Asset Management – Under the direction of the Treasurer / Director of Corporate Services, manages the full lifecycle of assets from acquisition, operation, maintenance and disposal.
 - Applies tools, techniques and processes to create and maintain an accurate asset registry;
 - Produces reports and analysis to support asset management activities and aid decision-making.
9. Stakeholder Relationship Management – Systematically analyzing, managing and influencing stakeholder relationships to achieve mutually beneficial outcomes through structured engagement.
 - Deals with problems and issues, managing resolutions, corrective actions, lessons learned and the collection and dissemination of relevant information;
 - Implements stakeholder engagement / communication plans. Collects and uses feedback from customers and stakeholders to help measure the effectiveness of stakeholder management;
 - Helps develop and enhance customer and stakeholder relationships.
10. Performance Management - Under the direction of the Treasurer / Director of Corporate Services, improves organizational performance by developing the performance of individuals and workgroups to meet agreed objectives with measurable results.
 - Forms, maintains and leads workgroups and individuals to achieve organizational objectives;

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- Sets quality, performance and capability targets aligned with organizational goals.

11. Procurement – Under the direction of the Treasurer / Director of Corporate Services coordinates and provides advice on the procurement or commissioning of products and services.

- Develops business cases that outline potential benefits, options for achieving these benefits through new or modified processes, and related business risks;
- Coordinates the approved procurement of professional services, systems, technology and products;
- Prepares where applicable, bid / tender invitations in response to the approved business case and, represents the Corporation as the lead contact person on the bid invitation;
- Maintains project plans and ensures consistent, accurate communication with the Treasurer / Director of Corporate Services and relevant stakeholders;
- Applies standard procedures and tools to produce detailed evaluation criteria for bids / tenders and in the evaluation of bids / tenders;
- Researches purchasing requirements and obtains, where applicable, quotes for services and equipment.

12. Budgeting and Forecasting – Makes recommendations to the Treasurer / Director of Corporate Services on the annual Budget and Long Term Capital Forecast related to technology, systems network and professional services.

- Performs specified tasks in the budgeting and forecasting process, including data analysis and report preparation, using standards methods;
- Identifies and resolves routine budgeting and forecasting issues;
- Monitors annual expenditures within the approved IT Budget;
- Communicates budget and forecast information to relevant stakeholders.

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13. Coordinates and/or provides training for other Staff members in hardware / software troubleshooting, printers, network maintenance and designed.
14. Manages and coordinates the work of 3rd Party Vendors as required to ensure that projects and assignments are progressing as planned to ensure that the scope of tasks and budget are maintained.
15. Working with 3rd Party Vendors and service providers to ensure proper maintenance, support of IT technology, equipment and devices.
16. Attends Council Meetings, Advisory Committee Meetings, and other Municipal sponsored meetings, as required.
17. Represents the Township with the other public sector partners and/or private sector partners associated with the IT Technology sharing network.
18. Performs other duties as assigned, in accordance with Departmental, Divisional or Corporate objectives.
19. Performs duties as assigned under the Township's Emergency Management Plan.

B. SKILLS AND QUALIFICATIONS

1. Minimum three year (3) post-secondary education in Information Technology or related programs.
2. Minimum of three years of progressively responsible experience including experience in Information Technology system and application implementation, IT project coordination, and a minimum of one year of practical application of support experience.
3. Industry standard certifications (ITIL, PMP, CAPM, COBIT, BPMC) are considered an asset.
4. Experience in project management in a municipal environment.
5. Demonstrated ability to evaluate and work with new technologies, devices and applications.
6. Familiarity with Cyber Security program support.

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7. Demonstration of familiarity with quality assurance and quality control.
8. Excellent organizational, analytical and problem-solving skills.
9. Superior customer service, communications (both oral and written) and interpersonal skills to deal with the Staff, the Public and 3rd Party Vendors.
10. Ability to maintain a high degree of professionalism and confidentiality,
11. Requires a valid Class "G" Ontario Drivers License and daily access to a personal vehicle.
12. Must be able to work after normal business hours to attend Council / Advisory Committee Meetings or when necessary to meet deadlines and/or deal with major Corporate events such as the activation of the Municipality's Emergency Plan.

C. WORKING CONDITIONS

1. The Information Technology (IT) Coordinator generally works in a comfortable office environment, however, the incumbent may experience outside experiences when assisting with Staff and the utilization of remote devices in the field.
2. The position requires a high level of activity and output with frequent year-round deadlines.
3. Considerable opportunity exists for stressful interaction with members of the Public, Staff and 3rd Party Vendors during the discharge of responsibilities.
4. Deadlines associated with Council / Committee agendas and reports, attendance at Council / Committee meetings, and, the pressure of work demands and multiple priorities from a variety of sources yield results in frequent hours employed outside of regular business hours.

Note: The foregoing is intended to outline the general description of duties and responsibilities for this position. It is not intended nor should it be interpreted as a complete description. The Township of North Dumfries reserves the right to amend this position's job description any time provided that such change does not represent a substantive change in the purpose or essential nature of the position.

Job Description
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Salary Grade: Grade 10 [Fulltime / Non-Union]

Regular Work Week: Monday to Friday, 35 hours / week

Prepared & Approved By:



Andrew McNeely,
Chief Administrative Officer

Date:

