




JOB DESCRIPTION

CLASSIFICATION: IT TECHNICAL COORDINATOR
JOB TITLE: COORDINATOR – IT TECHNICAL SERVICES
REFERENCE NO: 100399
DIVISION: CORPORATE SERVICES
DEPARTMENT: INFORMATION TECHNOLOGY

APPROVAL DATES: BY:  DATE: Feb 14, 2022
MANAGING DIRECTOR – CORPORATE SERVICES
BY: *Stan Schwanzenberger* DATE: Feb 14, 2022
CHIEF HUMAN RESOURCES OFFICER

GENERAL DESCRIPTION:

This position is responsible for the overall coordination of a technical team within the Information Technology department. This is a working coordinator position requiring approximately 25-75% of the effort on direct technical support, solutioning and technical project work. The remaining 25-75% of the effort will include work coordination with other coordinators/managers, directing the work of reports, planning, and researching/implementing technical best practices. The actual % split will vary over time and will be determined by the Manager.

ORGANIZATIONAL RELATIONSHIPS:

- Reports to Manager Technical Services or Manager Application Services.
- Supervises Systems Analysts; Senior System Analysts and/or Support Technicians; Senior Support Technicians; and/or Continuous Improvement Analysts; Senior Continuous Improvement Analysts.
- Works very closely with other IT Coordinators and IT staff.
- Develops and maintains relationships with and provides customer service to other City staff.
- Maintains external relationships and close contacts with consultants, vendors, and other professional technical resources.

PRIMARY FUNCTIONS/ACCOUNTABILITIES:

- Supervise and coordinate the work of direct reports.
- Perform technical support duties as outlined in Senior Systems Analyst and/or Senior Continuous Improvement Analyst job description.
- Perform technical analysis, support, planning, design and implementation of technology solutions.
- Bring forward organizational system requirements, priority assessments, strategies and recommendations as required.
- Ensure processes, procedures and technical documentation is in place and maintained for effective and efficient delivery of services.
- Recommend re-engineering opportunities for processes and application/technical architecture.
- Ensure efficient and effective handling of customer support and change requests.
- Identify resourcing requirements, assign and prioritize work effectively.
- Project planning, management and leadership as required.
- Ensure team of analysts have the right tools, training and skills to perform their duties.
- Knowledge of applicable Environmental and Occupational Health and Safety Regulations.
- Performs related duties as required or assigned.
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REQUIRED COMPETENCIES:**General**

- Ability to deliver effective technical/application support to customers and other IT staff.
- Ability to make decisions and prioritize work of direct reports independently using proper judgement and procedure.
- Ability to plan, coordinate and supervise work of employees.
- Ability to communicate effectively both orally and in writing.
- Ability to deploy technologies as planned and designed.
- Ability to provide input to strategic planning and align team to department objectives.
- Ability to analyze business/technology requests and problems in order to identify and implement steps towards an effective technology solution.
- Ability to work well in a highly motivated team environment in a dynamic, diverse organization with changing priorities.
- Ability to work well under pressure when problems arise.
- Proven self-management skills for planning work schedules and time management.
- Extensive working knowledge of technical systems.
- Embedding appropriate cybersecurity controls into all IT-related planning and practices.
- Ability to maintain confidentiality when working with highly sensitive issues and documents.
- Embedding appropriate information management controls into all IT-related planning and practices. Extensive working knowledge of cybersecurity technologies and best practices.

Core Infrastructure Services

- Extensive working knowledge of network, servers, storage, data protection, virtualization, active directory/authentication, cloud and unified communication technologies.
- Extensive working knowledge of data centres and related technologies.
- Extensive working knowledge of monitoring and maintenance of all core technologies.

Technology Solution Services

- Extensive working knowledge of CMH client-facing technologies, including virtual client technologies, active directory services, data protection, mobility management, print, desktop/endpoint imaging/management, MS-Office suite, server operating systems (Microsoft and Linux), patch management and hardening, relevant cloud technologies, email, web services and unified communications.

Systems Development

- Extensive working knowledge of the Software Development Life Cycle (SDLC)
- Extensive working knowledge of database administration, reporting writing, interface development, data conversions, application/web development and business intelligence/analytics.
- Extensive working knowledge of the business and systems analysis process.
- Extensive working knowledge of best practices in process redesign, application lifecycle management (ALM), and data management.

Cybersecurity

- Extensive working knowledge of current cybersecurity technologies, best practices and pragmatic approaches to securing IT infrastructure.
- Extensive working knowledge of NIST (National Institute of Standards and Technology) cybersecurity framework (Identify, Protect, Detect, Respond and Recover).
- Extensive working knowledge of the information technologies in production at CMH.
- Extensive working knowledge in identifying, documenting, assessing and remediating Information Technology, Data and Cybersecurity risks.

Information Management

- Thorough knowledge of information and records management legislation, standards and best practices.
- Ability to perform research and monitor current trends in information and records management.

- Demonstrated ability to facilitate workshops and lead training activities.
- Ability to solve highly complex Records and Information Management related problems including analytical issues relating to the current records and document management computer system.
- Comprehensive knowledge of Enterprise Content Management systems.
- Extensive working knowledge of enterprise application systems and the business analysis process.

REQUIRED QUALIFICATIONS:

- Successful completion of a two (2) year diploma from a recognized post-secondary or technical institution in computer technology or related field.
- Three (3) years of experience in a related System/Senior Systems Analyst position including one (1) year experience leading/supervising others.
- An equivalent combination of management approved training and education may be considered.

(Information Management Only)

- Successful completion of a two (2) year diploma from a recognized post-secondary or technical institution in computer technology or related field.
- Three (3) years of experience in a related Continuous Improvement or Business Analyst position including one (1) year experience leading/supervising others.
- Five (5) years' experience in records management or information management with an emphasis on Electronic Records Management, with an IT background, preferably in a municipal environment.
- Member of ARMA/AIM or an equivalent organization or the ability to become a member of ARMA/AIM.
- Certified Records Manager (CRM) designation or Information Governance Professional designation (IGP) or working towards would be an asset.

February 2, 2022