



Selwyn Township Job Description

Position: I.T. Support Specialist	Page: 1 of 4
Reports To: I.T. Supervisor	Date: January 2025
This Job Description is: ___ New ___ Existing <input checked="" type="checkbox"/> Revised	

Job Summary:

Supports the installation, configuration and maintenance of new and existing I.T. infrastructure including servers, local area network (LAN), operating systems, database(s), desktops, laptops, software, hardware and peripheral devices such as printers, scanners, electronic signs, audio visual equipment, VOIP phone systems and mobile/smartphones.

Duties and Responsibilities:

1. Collaborates with I.T. Supervisor to configure and maintain IT system components which may include servers, routers, wireless networks, security appliances, client workstations, various software applications (including cloud-based applications), peripherals, mobile devices and audio visual equipment.
2. Works across a broad range of technologies and liaises across multiple areas of the corporation to resolve incidents, problems and requests. Establishes and maintains network user accounts, directory structures and related security setups.
3. Installs and maintains hardware and software including updates and enhancements, and ensures related licensing requirements are met. Performs routine maintenance and optimization on PCs, networks, mobile devices and other peripherals for improved performance as instructed.
4. First point of contact for IT helpdesk and technical support. Able to quickly analyze diagnose and resolve IT issues and determine best course of action using available resources, perform minor repairs on IT assets and provide support for a wide range of applications.
5. Participates in planning and implementation of IT projects as directed by the I.T. Supervisor.
6. Provides input and/or recommendations on computer hardware, peripherals and software acquisition, replacement, modification and/or upgrades. Performs in-depth research and analysis for new initiatives including identifying potential security, policy and process benefits and risks, ways to add new functionality to existing systems, and reporting back to the I.T. Supervisor.

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Duties and Responsibilities: (Cont'd)

7. Maintains inventory of all computer hardware and software for warranty, disaster recovery and planning purposes. Rebuilds/salvages and cycles equipment/software resources and reallocates them efficiently.
8. Provides end user training to all departments in the daily use of computers, software applications, and peripherals such as printers, photocopiers and mobile devices via phone, email or in person, and explains solutions in technical and nontechnical terms.
9. Responds to inquiries and liaises with staff and suppliers regarding system capability and operations, program amendments and enhancements, equipment acquisition, report generation, user needs and general support and maintenance matters.
10. As directed by the I.T. Supervisor, assists with the implementation of new initiatives, which include RFP's, research, liaising with outside agencies, installation and troubleshooting of new software, budget targeting, end-user training and on-going follow-up of issues after implementation.
11. Assists the I.T. Supervisor with the development of policies and procedural documentation and training material as needed.
12. Supports livestreaming of council and other meetings as required.
13. Maintains skills knowledge to remain current in the I.T. field through ongoing professional development and attendance at workshops, seminars and other educational venues.
14. Travels to other Township facilities on a regular basis.
15. Produces and maintains any forms, records, reports and correspondence as required.
16. Attends meetings as required.
17. Ensures the confidentiality of all information in accordance with the Municipal Freedom of Information and Protection of Privacy Act.
18. Responsible to adhere to the Occupational Health and Safety Act and Municipal Health and Safety Policy and to ensure that employees under his/her supervision adhere to the same.
19. Performs other duties and carries out special projects as assigned.

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Supervision:

This position does not require the incumbent to supervise and direct the work of other Township personnel.

Contacts:

Internal: With the Manager of Financial Services, I.T. Supervisor, Management Team and co-workers for the purpose of obtaining and sharing information to complete work assignments.

External: With vendors, consultants, contractors, members of the information technology sector, etc. to provide and seek information.

With the general public to provide information, ensuring polite and tactful relations.

Working Conditions:

Exposure to a normal office environment. Visual and mental concentration with frequent interruptions.

May be required to attend meetings outside of normal office hours. Required to travel.

May be required to provide IT support outside of normal office hours for critical network failures, upgrades and maintenance.

Minor lifting may be required.

Job Knowledge:

Successful completion of a two (2) year post-secondary education program in Computer Science or related discipline. Minimum two years related experience. Previous Municipal experience would be considered an asset.

Current and thorough knowledge of computer hardware and software (i.e. PC workstations, laptops, software applications etc.)

Thorough working knowledge of Microsoft Windows operating systems, including updates, M365, and diagnostic software. Working with SQL Server would be considered an asset.

Ability to effectively communicate technical concepts to non-technical stakeholders and develop training material as necessary.

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Exceptional ability to multi-task and prioritize.

Excellent organizational and communication skills.

Ability to cope with several different requests and subjects simultaneously.

Key Competencies:

- Analytical Thinking
- Communication
- Initiative
- Interpersonal Skills
- Job Knowledge
- Organization and Planning