



Job Description

IT Support Coordinator

Department:	Information Technology
Classification:	CUPE – Regular Full Time
Wage Schedule:	“A” – Office Staff

1. Position Summary

As the first point of contact for the Information Technology department, the *IT Support Coordinator* provides technical support and performs proactive duties to support the Town’s overall operations. This includes but is not limited to help desk support to users in relation to desktop software, hardware, and applications, printers, telecom and mobile, installations, upgrades, moves, and changes and other related servicing requests. Additionally, they will help monitor and maintain technology and licensing, support 24/7 access, create and maintain documentation, train staff, assist with responses to security incidents, and help to support system’s connectivity and reliability through all of the Town’s facilities.

2. Specific Accountabilities

Information Technology Support

- Is the first point of contact for customers either by phone, in person, or email.
- Maintains system security through user account monitoring and administration which includes the active directory, group policies, E-mail, cloud service, file permissions, and application permissions.
- Provides proactive customer support, installs, maintains, documents, and responds to requests and incidents regarding computer hardware, desktops, laptops, internet, software, local servers, printing, scanning, mailing, email, productivity tools, phone systems, AV, remote access, mobile devices, peripherals, virtual desktop, and security etc., across all facets of the Town of Golden.
- Tracks and prioritizes incidents and service requests.
- Triage and escalates complex issues and requests to the appropriate team member.
- Supports the maintenance of accurate documentation of IT inventory, assets and contracts and maintains stock of required peripherals according to the budget.
- Assists with supporting Council meetings including meeting room resources, conference calls, or other special meetings as scheduled or required.
- Ensures AV (Audio Visual) equipment in Council Chambers and all meeting rooms are in good working order.
- Performs and documents IT onboarding orientations and offboarding.
- Ensures adherence to all applicable policies and bylaws.
- Works collaboratively to provide resolution for complex issues and inquiries; disseminates information and works closely with others to resolve support requests.
- Maintains a procedure manual for this position, ensuring that it is kept up to date with any changes to the system and procedures.

Other Duties

- Provides general customer service and municipal information to the public and supports Town initiatives and programs.
- Consistently and proactively seeks to participate in improving the efficiency, quality, and effectiveness of the team.
- Adheres to the Town's established policies, procedures and standards (written or implied), and any changes or modification which may vary from time to time as deemed appropriate.
- Performs other duties as required.

3. Supervision

The *IT Support Coordinator* is directly supervised by and reports to the *Director of Finance* or designate.

4. Competencies, Skills and Abilities:

- Ability to work with limited supervision while maintaining a high degree of accuracy, efficiency, diplomacy and confidentiality.
- Strong problem-solving and technological skills and the ability and willingness to adapt effectively to new technologies.
- Ability to create and update technical and end user documentation.
- Ability to communicate effectively, both verbally and in writing, with other staff, management, elected officials and the general public.
- Ability to perform and succeed under the pressure of deadlines.

5. Minimum Qualifications

- A degree in a relevant program or an acceptable equivalent combination of education and experience.
- Certification in COMPTIA A+ or an acceptable equivalent.
- Minimum of 3 years progressive experience in information technology support services.
- Excellent ability to communicate and provide support to customers.
- Ability to obtain and maintain a criminal record check.

6. Step Progression

Step	Term	AND	Educational Requirements
I	0+ months in position	AND	Minimum requirements per s.5
II	12+ months in position	AND	Achievement of annual performance, professional development, and networking goals per established workplan
III	48+ months in position	AND	Demonstrated and continuous autonomy and knowledge of all aspects of position. Achievement of annual performance, professional development, and networking goals per established workplan

7. Remuneration

Wage, terms, and work schedule are as indicated in the Town of Golden and CUPE Local 2309 Collective Agreement and applicable Letters of Understanding.

This Job Description is hereby acknowledged under the terms and conditions stated above as of this ____ day of SEPTEMBER 2023.

ORIGINAL SIGNED BY

ORIGINAL SIGNED BY

Jon Wilsgard
Chief Administrative Officer, Town of Golden

David Hedges
President, Local 2309 CUPE