



## POSTING

### Information Technology Support Analyst Full-time Permanent Opportunity

***Why Choose Loyalist for Your Next Great Career Opportunity?*** Our team is passionate about providing excellent customer service to the residents we serve. We encourage learning and development and believe in a respectful, team-based workplace that is effective and welcoming. Plus, we like to have fun while accomplishing great things for our residents!

*Loyalist Township is committed to reaching our full collective potential as an employer of choice. We offer excellent pay and benefits, including a defined benefit pension plan (OMERS) and free counselling services for staff and their families. Service to our community and each other is what we do.*

*Loyalist is a growing community of over 17,000 residents situated on the north shore of Lake Ontario between Greater Napanee and the City of Kingston. The Township is a blend of rural and urban areas with several smaller hamlets throughout, including an island community accessible by ferry. It is an outdoor-lovers dream, with a Great Lake on the doorstep and beautiful Canadian shield lakes and provincial parks minutes away to the north. Next door is the historic City of Kingston, which boasts a lively downtown core right on Lake Ontario, full of excellent restaurants and nightlife offerings. We are also connected to large urban centres by the 401, with the GTA two hours to the west and Ottawa two hours to the east.*

***What do You offer Loyalist as an IT Support Analyst?*** You have a passion for continuous learning and new technology. You provide excellent customer service with an emphasis on trouble shooting and ensuring continuity and reliability of IT systems. You have customer service support and project coordination experience.

Loyalist Township invites applications for this permanent full-time position, which is covered by the CUPE Local 2150 Collective Agreement. A detailed job description is below.

File No: 2022-78 IT Support Analyst  
Hours: 35 per week  
Hourly Rate: \$32.81 per hour (\$29.53) during first three months of probation  
Closing: November 6, 2022, 11:59 p.m.

A detailed job description is below. Please submit your cover letter and resume using the online form by selecting the apply now button:

[APPLY NOW!](#)



## **JOB DESCRIPTION**

**POSITION TITLE: INFORMATION TECHNOLOGY SUPPORT ANALYST**

**DEPARTMENT: CORPORATE SERVICES**

**REPORTS TO: INFORMATION TECHNOLOGY MANAGER**

**CATEGORY: PERMANENT FULL-TIME**

**UPDATED: OCTOBER 2022**

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### **POSITION SUMMARY**

The Information Technology (IT) Support Analyst is responsible for ensuring continuity and reliability of operations of Loyalist Township's internal network infrastructure, consisting of Windows-based workstations, iOS mobile devices, and various software platforms.

### **MINIMUM QUALIFICATIONS**

- Diploma in computer technology, computer science, or another relevant discipline.
- Three (3) years' experience in a multi-server environment administrative position, preferably in the public sector.
- Possess industry related certifications such as COMPTIA A+, Security +.
- Demonstrated desktop troubleshooting ability and ability to determine whether an issue resides on the server, network, or workstation and troubleshoot accordingly.
- Experience in administering relational databases in SQL, Postgres, and MySQL is an asset.

### **KNOWLEDGE, SKILLS & ABILITIES**

- Knowledge of Enterprise level services such as Domain Name Server (DNS), Dynamic Host Configuration Protocol (DHCP), Internet Information Services (IIS), Power Shell, Files Services, Active Directory and Group Policy management (GPO).
- In-depth knowledge of all current Windows Desktop and Server versions.
- Proficiency in all aspects of Microsoft Office 365 and Apple iOS applications.
- Skills in Storage Area Network/Network Attached Storage (SAN/NAS), Windows scripting, router operating systems are an asset.
- Strong customer service skills and commitment to service excellence.
- Excellent oral and written communication skills and ability to interact with and support individuals with a wide variety of technical skills.

- Ability to learn and document existing and new processes/activities.
- Ability to work independently, and in a team environment.
- Ability to learn new technology, tools, and systems.
- Ability to manage time effectively and efficiently with minimal supervision and the flexibility and organization skills to meet established deadlines in a dynamic work environment with shifting priorities and multiple demands.

## **KEY RESPONSIBILITIES AND DUTIES**

### **Help Desk Support**

- Provide end user support for Township users (approximately 150 users) including approximately 18 remote sites with continual growth occurring.
- Troubleshoot issues in a timely and effective manner. Resolve issues where appropriate and work collaboratively with IT partners where needed to ensure successful resolution of end user issues.
- Complete IT service requests and appropriately document issues and action taken, in a timely and efficient manner.
- Support and management of mobile devices and cell phones with mobile device management.
- Support IT requirements as required for meetings, conferences, and other staff and/or Council functions.

### **Network Support**

- Configure, install, and maintain network switches/routers.
- Assist with ongoing administration of the organizations server infrastructure, Virtual Private Network (VPN), multifactor authentication (MFA), Group Policy Management (GPO), and Active Directory (AD)
- Assist with ensuring effective backup and recovery activities.
- Setup and support remote offices.

### **Hardware Support**

- Catalogue and track workstations, laptops, printers, and other IT assets, and maintain inventory system.
- Configure, install, and maintain network printers.
- Configure, install, and maintain workstations.

### **Software Support**

- Configure and deploy current Windows client operating systems.
- Ensure appropriate licensing is in place for all software applications being deployed.

### **Administrative Duties**

- Order general computer supplies, as required.
- Provide input into the preparation of operating and capital budgets and assist with tracking actual results against approved budgets.
- Liaise with suppliers and contractors in the provision of IT related work and/or goods.

**Note:** *Above duties are representative of a typical position and are not to be construed as all-inclusive.*

**WORKING RELATIONSHIPS:**

Internal: Daily communication with staff, Council, and any other team members requiring IT support.

External: Occasional liaisons with outside vendors and training organizations.

**WORKING CONDITIONS:**

- Normal office environment working conditions apply.
- Occasional exposure to hazards typically found in municipal facilities, server rooms, and other IT back-end areas.
- Regular lifting, up to 40 lbs.
- Required to wear appropriate safety clothing and footwear and other PPE as required.
- May be seated for long periods (3-4 hours).
- Work hours are equal to a 35-hour week., some flexibility is required to accommodate evening/weekend IT response requirements as well as off-hours IT projects.
- Be available for on-call duty, as assigned.

**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. Loyalist Township reserves the right to amend this position description at any time.*