

INFORMATION TECHNOLOGY COORDINATOR

EXEMPT (Y/N): N	DIVISION: Information Services
SALARY LEVEL: Grid 1, Band 21	DEPARTMENT: Corporate Services
LOCATION: All	SUPERVISOR: Manager, Information Services
APPROVED BY: Manager, Information Services	DATE: March 2025
<i>Replaces: Information Technology Coordinator</i>	DATE: <i>July 2022</i>

SUMMARY

Under the general direction of the Manager Information Services, provides highly skilled technical advice, administration services, work direction, coordination and supervision of other staff supporting the Sunshine Coast Regional District (SCRD)’s information technology, including network connectivity, computer infrastructure, data storage, security architecture, telephony, end-user devices, and client support services.

KEY RESPONSIBILITIES *include:*

1. Plans, develops, implements, coordinates, and delivers all services required to ensure the ongoing efficient operations of the SCR D’s information technology assets, security and business continuity procedures.
2. Coordinates local and area wide network wired and wireless infrastructure and related security standards.
3. Plans and leads currency of IT asset inventories and related maintenance channels including functionality evolution, support windows, security patches, support licenses, and maintenance contract renewals.
4. Provides technical expertise, consultative guidance, operational support, and secure control of all SCR D related information technology and telecommunications network systems.
5. Plans and coordinates the delivery of new information technologies in consultation with management and staff, under the general direction of the Manager, Information Services.
6. Coordinates the purchasing, commissioning, and configuring of equipment and software to achieve networked integration of SCR D systems, equipment, and data.
7. Monitors and coordinates the workflow response from various client and alerting request queues.
8. Assigns, organizes, guides, and reviews the work of Infrastructure Services and Client-Services section staff.
9. Develops and documents usage policies, network architecture diagrams, and operating procedures.
10. Oversees, prepares, and provides training/coaching/change management communications in various delivery formats and channels.
11. Maintains operating systems, data exchange and telecommunications network security.
12. Maintains and monitors client device services including asset management, security configurations, and deployment procedures.

TYPICAL ACTIVITIES *include:*

1. Maintains security and business continuity procedures, matching policies and business practices.
2. Provides network, computer, and data storage maintenance and support including diagnosis, resolution of complex hardware, software, network and telephony issues.
3. Assesses IT service queue priorities on a day-to-day basis and engages in assigning, directing and reviewing the work of the IT technicians in consultation with other SCR D staff and the Manager, Information Services.

4. Provides top-tier guidance and direction to the IT technicians and/or IT client users on service queue priorities and request resolutions.
5. Coordinates the installation and documentation of new and upgraded IT services, ensuring a balance of user performance expectations, security controls, and operational manageability.
6. Diagnoses system failures and coordinates repair of failed systems with technical support staff and vendor providers and debriefs, documents, and designs proactive steps to prevent future faults.
7. Identifies potential technological solutions to business challenges and makes recommendations.
8. Works closely with staff, monitoring tools, and service providers to assess current systems performance, and advances decisions on digital services improvement and evolution.
9. Keeps abreast of current technological developments and future upgrade paths with respect to emerging IT services opportunities.
10. Acts as project manager for the installation of IT asset upgrades, replacements and new services.

QUALIFICATIONS, EDUCATION, AND EXPERIENCE

- A bachelor's degree in Computer Science or Computer Engineering or Business/Public Administration from a recognized institution.
- Minimum seven (7) years' relevant experience, including but not limited to, developing and maintaining complex interconnected telecommunication networks, configuring and maintaining network servers and Cloud services.
- An equivalent combination of education and experience may be considered.
- Valid BC Class 5 Driver's License.

OTHER SKILLS/KNOWLEDGE/INFORMATION

- Understanding of needs analysis, IT architecture requirements, solution sourcing, and procurement.
- Advanced skills in the on-premises and cloud-based technology-stack services.
- Skilled in developing IT asset management inventory controls and life-cycle service planning.
- Working knowledge of project management with ability to facilitate and chair meetings and workshops and to develop, document and monitor action items and track progress.
- Ability to engage all contacts with a customer-focused view and collaborative team approach.
- Ability to manage conflicting deadlines and handle multiple tasks successfully.
- Advanced knowledge of Microsoft 365 solution architecture and app suite.
- Advanced knowledge of server and workstation virtualization strategies such as VMware server and Horizon View desktop, ESXi and/or other virtualization platforms.
- Advanced skills in Microsoft Windows Server, Exchange/Active Directory/MS Entra ID, MS SQL Server.
- Knowledge of ERP/local government systems including technical requirements design/provisioning.
- Working knowledge of applicable regulatory and legal requirements including software licensing, copyright, and data privacy constraints.
- Ability to maintain confidentiality where required and access/use data only in relation to job duties. IT-related professional certifications such as Microsoft MCSE, Azure Administration Associate/Expert, etc.
- Knowledge and experience with Level 3 support/trouble tickets to resolve critical technical problems, conduct root-cause analysis, and maintain the stability and reliability of IT systems.
- Experience with troubleshooting service outages and handling complex client requests tactfully.
- Experience monitoring and maintaining security upgrades, systems updates/patches, and business continuity upgrades.