



Information Technology Technician

Competition # 2025-11

The Township of Georgian Bay is a growing water-based community located in the District of Muskoka along the eastern shore of beautiful Georgian Bay. We have a multitude of inland lakes, are a gateway to the world-famous 30,000 Islands and the access point to Georgian Bay Islands National Park. Steeped in history, our cultural roots are an important part of our community.

The Township has a permanent resident population of approximately 3,500 and an additional seasonal population of around 17,500. The municipal office is located in Port Severn which is a short commute from Barrie, Midland, Orillia, Parry Sound, and surrounding areas. Read our [Community Profile](#) to learn more about the Township.

Overview: We are looking for an Information Technology (IT) Technician to join our team. Reporting to the Manager of Technology Services, the IT Technician will serve as the first level of support for technology users across the Township. The ideal candidate will possess a strong technical aptitude, customer service skills, and the ability to solve problems efficiently while maintaining excellent relationships with both internal staff and external vendors.

In addition to providing daily support for end-user devices, the IT Technician will participate in project-based work, including tasks related to municipal eServices and software solutions. This dynamic role requires someone who is proficient in handling hardware and software issues and enjoys contributing to the organization's overall technology strategy and user experience.

Duties include but are not limited to:

- Provide operational support and maintenance to ensure a reliable hardware and software environment for all technical systems, business applications, and corporate enterprise systems.
- Act as the point of contact with the Managed Service Provider (MSP), Internet Service Provider (ISP), and hardware/software vendors to ensure smooth service delivery and resolve technical issues.
- Monitor and coordinate server and network performance, manage updates, and conduct capacity planning, recommending changes and upgrades as needed.
- Provide technical support to end-users, ensuring compliance with organizational technology standards, security policies, and best practices for hardware and software.
- Assist with the evaluation, testing, implementation, and configuration of new software upgrades, system conversions, and other procedural changes.
- Provide support for VoIP systems and mobile devices using Mobile Device Management (MDM) tools, ensuring consistent performance and security.
- Track IT asset inventory and maintain records from acquisition to end-of-life, following proper industry standards for disposal.

Knowledge/experience:

- University Degree/College Diploma in a technology related field, such as Computer Systems Technician or 5-years of equivalent work experience.
- Valid Class G driver's licence in good standing.
- Minimum of 3 years of relevant work experience in a managed computer network environment.
- Commitment to ongoing education and professional development; willingness to attend conferences, courses, and seminars as required.
- Experience configuring, maintaining, and troubleshooting currently supported Microsoft Windows operating systems within an Active Directory domain.
- In-depth knowledge and experience with firewalls, virtual private networks, local and wide area networking concepts, including cabling, switches, ethernet, and related protocols.

- Expert knowledge of common office applications such as Microsoft Office, popular web browsers, Adobe Suite and experience providing training and support to end users.
- Understanding of information technology security, operating systems, software applications, computer hardware, cloud and SaaS systems, network systems, programming, telecommunication systems and website maintenance.
- In-depth knowledge of computer operating systems, particularly Windows desktop and server technology.

Salary rate: \$73,476 to \$82,698 per annum, based on a 35-hour workweek, Monday to Friday.

The Township of Georgian Bay offers a competitive benefits and pension package, as well as 3-weeks of paid vacation to begin, with increases each year.

Interested individuals are asked to forward their resume and cover letter no later than **4:00 p.m. on March 7, 2025**, to the Human Resources Department by **email jobs@gbtownship.ca**

The Township of Georgian Bay is committed to an inclusive, barrier free environment. Accommodation will be provided in all steps of the hiring process. Please advise the Township's Human Resources Department if you require any accommodations to ensure that you can participate fully and equally during the recruitment and selection process.

We thank all applicants for their interest in the Township of Georgian Bay; however, only those selected for an interview will be contacted. In accordance with the Municipal Freedom of Information and Privacy Protection Act, all information collected under the authority of the Municipal Act, 2001, will be used only during the selection process for the subject of posting.