

**Position Title:** Information Technology (IT) Analyst

**Hours/Week:** 35

**Reports To:** IT Manager

**Department:** Information Technology

**Service Area:** Community & Corporate Services

**Last Updated:** February 2022

**Association:** N/A

**General Purpose of the position:** To provide software, website and special IT Project support to municipal staff.

**Functional Duties:**

1. Assist with the implementation of policies and procedures related to supporting the organization's IT.
2. Under the supervision of the IT Dept. configure, monitor and maintain services, pc systems, network appliances and applications to ensure high levels of availability of the supported business systems.
3. Provide first line help desk support to end user. Provide technical support across the organization by responding and supporting staff in a timely manner to service issues and requests.
4. Provide support to the IT Dept. in various projects maintaining and developing the Town's IT Infrastructure and applications, including network maintenance and updates and providing additional training supports to staff related to any function of technology (ie support with telephone system, computer and computer programs.)

**Certifications or Licensing Required:** Enrolled in a post secondary computer engineering, programming or web management Program

**Certification or Education Assets:** Class G Driver's Licence

**Additional Information on Position:** This position works 35 hours per week and normally works 16 weeks per year