

Town of Wasaga Beach



JOB DESCRIPTION

Department: Information Technology	Division: Information Technology
Effective Date: November 1, 2023	Revision Date:
Approved By: C.A.O	Wage Range: \$34.06 - \$39.85
Hours of Work: 35 Hours	Value Group: 5

JOB TITLE:

Junior IT Technician

REPORTS TO:

Manager, Information Technology Services

SUBORDINATE POSITIONS:

N/A

JOB PURPOSE:

The Junior IT Technician with GIS Expertise will play a dual role, combining IT technical support responsibilities with GIS expertise to support our organization's operational needs. The successful candidate will be responsible for ensuring the reliability and efficiency of our IT systems while contributing to the utilization of GIS data for internal and public access.

TASKS:

% of Time

IT Technical Support Responsibilities:

60%

1. Offer technical support to employees, ensuring the smooth operation of hardware, software, and network systems, including collaboration with Simcoe IT to diagnose and troubleshoot public computer and Internet issues.
2. Install, configure, and maintain computer systems, software applications, and peripheral devices.
3. Work with Wasaga Beach Public Library Technical Services Coordinator to forecast the library's technology needs, assisting with equipment inventory.
4. Assist in identifying and selecting suitable software platforms and online systems to enhance operational efficiency and support public service delivery

5. Assist with the troubleshooting of alternative electronic equipment including self-checkout stations, 3D printers, digitization station, Virtual Reality, etc.
6. Support the development of procedures, user guides, and training materials for equipment and platforms, as well as assist with facilitating technology workshops for community members.
7. Assist with troubleshooting and updating of the Wasaga Beach Public Library website and associated platforms.

GIS Responsibilities:

40%

1. Utilize extensive knowledge of GIS concepts, applications, and software, especially ESRI products, to support GIS-related projects and initiatives.
2. Produce accurate maps and other data representations for staff, council, and public use.
3. Contribute to the development and maintenance of GIS data resources for internal and public access, ensuring data integrity and accuracy.
4. Gather, create, maintain, display, and update GIS databases, including geographic data and related attributes.
5. Collaborate with the Town 911 civic address system and coordinate with upstream 911 agencies to ensure accurate and up-to-date address data.
6. Make recommendations to the Development Committee regarding street naming and numbering conventions, taking into consideration GIS data and best practices.

EDUCATION / QUALIFICATIONS / EXPERIENCE:

- Post-Secondary diploma in Information Technology, Computer Science, GIS, or related field.
- Proven experience in IT technical support, including hardware and software troubleshooting.
- Strong knowledge of GIS concepts, applications, and software, particularly ESRI products.
- Proficiency in GIS data management, database design, and data analysis.
- Excellent problem-solving and communication skills.
- Ability to work collaboratively in a team environment.
- Familiarity with municipal addressing systems and standards is a plus;
- Valid Ontario Class "G" driver's license and access to a reliable vehicle;
- Able to provide an appropriate drivers abstract upon hire;
- Able to provide an appropriate criminal records check upon hire;
- Ability to work additional hours, evenings and weekends as necessary.

PROFESSIONAL DESIGNATION:

N/A

EXPERIENCE:

Nine (9) months previous related job experience; three (3) months on the job, one (1) year total relevant experience.

ACKNOWLEDGEMENT OF RECEIPT:

Please print and sign name.

Employee

Date

HR/Manager

Date

Department Head

Date