



Position Description

POSITION TITLE: IT/Communications Support

DEPARTMENT: Administration

REPORTS TO: Corporate Services Director

SUMMARY OF POSITION:

The IT/Communications Support is required to provide hands on basic network and desktop support to County staff as well as help provide consistent and quality documentation and publications in various forms.

RECOMMENDED TRAINING & QUALIFICATIONS:

- Basic IT Network experience
- Demonstrated computer technical ability or IT Related Experience
- Writing Experience and/or Training
- Graphic and publishing software experience
- Experience Managing Web Content and Social Media
- Demonstrated skill in the use and support of Microsoft OS (Windows 10/11), Microsoft Office (Word, Excel, Power Point)
- Catalis Software
- Ability to maintain and respect all confidentiality requirements
- Attention to detail, creative mind, & excellent communication and teamwork skills
- Safety: Safety Orientation, First Aid, WHMIS 2015, others as applicable (training provided)

KEY DUTIES AND RESPONSIBILITIES:

1. IT Support

- a) Manage Computer and Peripheral Inventory, warranties and/or support contracts
- b) Maintain, update, troubleshoot & provide support for software applications and Windows 10/11 Operating System
- c) Assist managing the Microsoft environment and regularly audit cloud backup system to ensure it is working and being used by employees
- d) Troubleshoot and maintain County IP network and peripheral equipment and/or support contracts, including hardware and software
- e) Maintain IT inventory and replacement schedule of all County owned IT equipment and software
- f) Coordinate 3rd party technical assistance as required
- g) Willingness to maintain current knowledge of computer operating procedures and standards
- h) Manage web content and social media platforms

IT/COMMUNICATIONS SUPPORT JOB DESCRIPTION

2. Communications Support

- a) Create and maintain consistent brand and apply to our documentation, forms and press releases
- b) Create and maintain professional documentation in print or in electronic formats
- c) Assist administrative staff with proofreading, formatting and/or creating written content for various electronic documents
- d) Manage County newsletter and brochures
- e) Assist with document management

3. All other duties as assigned by the Corporate Services Director and/or the Chief Administrator Officer

SAFETY COMMITMENT:

Employee is responsible for full cooperation with all aspects of the health and safety program, including compliance with all rules and regulations, and for continually practicing safety while performing their duties. This position is not a safety sensitive position, so drug and alcohol testing are not required on hiring.

*Revised as of January 2025