

Job Title	IT & Process Coordinator
Department:	Office of the CAO
Reports To:	Executive Assistant to the CAO / Strategic Initiatives Coordinator
Salary Band:	Band 7
Last Updated	December 12, 2025

Position Summary:

The IT & Process Coordinator is a hands-on, solutions-oriented role that supports internal IT oversight, digitization efforts, and corporate project execution. Positioned within the Chief Administrative Office, this role fills current service gaps, builds organizational capacity, and enables innovation, including responsible exploration of AI and automation. The Coordinator brings a broad understanding of systems and software, paired with the ability to troubleshoot and implement solutions directly. With a strong process lens, the role ensures that technology supports efficient, well-designed workflows. Under the strategic direction of the Strategic Initiatives Coordinator, the position contributes to continuous improvement and modernization across the organization.

Primary Duties and Responsibilities:

1. IT Oversight & Support

- a) Act as the primary liaison with the County of Simcoe IT provider, managing service agreements and day-to-day coordination.
- b) Perform on-site troubleshooting and light internal tech support.
- c) Maintain and oversee software licence tracking and vendor contracts.
- d) Support and maintain inventory of Township IT hardware; research and establish hardware policies and lifecycle programs.
- e) Provide back-up support for Council meeting livestreaming.
- f) Coordinate onboarding and offboarding of computer/mobile equipment, software training, and licences for Township staff.

2. Systems & Governance

- a) Support and maintain back-end systems (e.g. website CMS, CityWide, intranet, LaserFiche, online forms).
- b) Evaluate and make recommendations for new software or computer equipment acquisitions.
- c) Create and maintain IT governance policies and procedures.
- d) Maintain IT training documentation and onboarding materials.

- e) Under the guidance of the Strategic Initiatives Coordinator, support and coordinate an initial review of the Township's IT systems, software, services, and needs to inform the development of a long-term IT strategy.

3. Process Improvement & Innovation

- a) Collaborate with the Strategic Initiatives Coordinator on corporate-wide projects, including digitization and process improvement.
- b) Apply a process and change management analysis to all technology implementations.
- c) Research and assess responsible uses of automation and AI within municipal operations.
- d) Monitor emerging digital trends, technologies, and tools (e.g. low-code platforms, process automation) to identify opportunities for innovation or improved service delivery.

4. Health & Safety Compliance

- a) Comply with all health and safety practices, standard operating guidelines, and the Occupational Health and Safety Act.
- b) Wear personal protective equipment as required.
- c) Report hazards to the Supervisor.

5. Other Duties

- a) Perform other related duties as assigned.

Education, Experience and Qualifications:

- Post-secondary education in Information Technology, Business Technology Management, Public Administration, or a related field.
- 2+ years experience in IT coordination, systems support, business analysis, or project coordination roles.
- Demonstrated experience working directly with software and hardware in a hands-on capacity.
- Familiarity with municipal systems (e.g. CityWide, CivicWeb/iCompass, Govstack, Microsoft 365, Power Platform) is an asset.
- Experience supporting process improvement or service delivery initiatives is an asset.
- Lean Yellow or Green Belt certification or other project management/process improvement training is an asset.

Knowledge, Skills, and Abilities:

- Broad understanding of systems, software, and IT infrastructure, with the ability to troubleshoot and implement solutions directly.
- Strong technical troubleshooting, communication, and organizational skills.
- Demonstrated ability to identify knowledge gaps and independently learn new systems, tools, and technologies.
- Affinity for problem-solving and continuous learning; ability to bridge technical and operational needs.
- Understanding of AI trends, automation tools, and digital platforms relevant to the public sector.
- Ability to apply a process lens to technology implementations, ensuring digitization improves workflows rather than replicates inefficiencies.
- Capacity to work collaboratively across departments and with external vendors.
- Attention to detail and follow-through in supporting strategic initiatives and maintaining documentation.
- Valid Class “G” Driver’s Licence required.

This job description outlines the general nature and level of work for this position and is not an exhaustive list of duties. Additional responsibilities may be assigned as necessary to meet organizational needs. Duties and requirements may be modified to reasonably accommodate individuals with disabilities