



TOWN OF STRATHMORE

JOB DESCRIPTION

JOB INFORMATION	
Position:	IT Analyst
Reports To:	Manager, IT
Position Type:	☒ Full Time Permanent (35 hours) ☐ Full Time Permanent (40 hours) ☐ Part Time Casual ☐ Part Time Permanent ☐ Full Time Limited Term (including FT Summer Students) ☐ Part Time Limited Term (including PT Summer Students)

JOB SUMMARY
Reporting to the Manager, IT, the IT Analyst plays a key role in delivering the Town's secure technology infrastructure with excellent customer service. This position is responsible for understanding business needs, resolving complex technical issues, assisting with system administration, and contributing to IT projects and process improvements. This critical role is responsible for ensuring reliable, secure, and responsive IT services across the organization. The position focuses on corporate system security, user access management, core business systems, and day-to-day IT service requests. The objective is to minimize disruption to staff, protect the organization from cyber threats, and support efficient business operations.

ESSENTIAL FUNCTIONS
Description of the Function
<u>IT Customer Service and Technical Support:</u> - Ensure Helpdesk tickets are addressed in a timely and professional manner in accordance with the Town's IT Service Level Agreement (SLA) - Provide Tier 1 and Tier 2 technical support, frontline and advanced troubleshooting before escalating to Tier 3 subject matter expert (SME) or professional service provider - Fulfill employee onboarding and offboarding requests, ensuring appropriate system access is granted and removed - Assist Town meetings and collaboration tools, including audio visual systems, virtual meetings, and live streaming technologies - Support business applications and end-user software, including Municipal systems, ERP systems and document management platforms - Support mobile devices and identity services such as Device Management Tools, Apple ID and secure login tools - Monitor and respond to system alerts, performance issues, and potential cyber security threats - Implement and support IT policies and procedures, including change controls, access controls, data protection, and multi factor authentication - Support cloud-based platforms such as Microsoft 365 and Azure, beyond basic account setup - Fulfill Access to Information Act (ATIA) requests related to electronic records, CCTV footage and digital storage system

Infrastructure, Systems, and Operations:

- Maintain and monitor servers, virtual environments, backups, and disaster recovery capabilities, ensure systems can be restored after outages
- Support and troubleshoot virtualized systems and cloud services used by the Town
- Maintain endpoint protection and cyber security tools that protect computers from malware and unauthorized access
- Review system and security logs, investigate alerts, and take corrective action
- Perform root cause analysis to identify why recurring issues happen and implement long-term solutions
- Ensure systems meet operations, security, and availability expectations

Project Delivery, System Improvement, and Business Enablement:

- Lead or co-lead small to mid-sized IT projects under \$75,000 using the departmental project Delivery Quality Management Framework
- Plan, implement, and support departmental software systems and technology rollouts
- Support system upgrades, migrations, and service improvements with minimal business disruption using the Production Change and Release Management Framework
- Collaborate with departments to assess technology needs and recommend practical solutions
- Assist with preparation of business cases for system upgrades and annual technology evergreening funding
- Communicate technology improvements that enhance service delivery, data integrity, and cyber and physical security

Documentation, Knowledge Sharing, and Operations Support:

- Create, maintain, and improve IT documentation, including system configurations, procedures, and reference materials
- Maintain accurate inventory of core infrastructure, desktops, laptops, and mobile devices
- Develop technical documentation such as network diagrams and system overviews
- Coordinate vendors and external subject matter experts to resolve issues or enhance services
- Contribute to process improvement initiatives, including automation of routine and task

Other Duties:

- Perform other IT-related duties as assigned to support operations continuity and organizational priorities

Safety:

- Requires a professional, cooperative, and positive attitude towards health and safety
- Participate in health and safety training moments, meetings, and exercises
- Ensure work sites are maintained in a clean, safe manner to protect the safety of self, other Town personnel, and the public
- Report all unsafe or substandard conditions, acts, and events as soon as possible to immediate supervisor
- Participate as a member of the Strathmore Emergency Response team in preparing and enabling the community to respond in the event of a local or regional disaster

COMPETENCIES

- Ability to manage time and organize workload effectively across higher priority items
- Motivated to provide an above and beyond customer experience to staff
- Willingness to contribute to and collaborate within a team-oriented environment
- Ability to present ideas in user-friendly language to non-technical staff and end users
- Highly self-motivated, with the ability to work independently with minimal supervision

- Excellent documentation abilities, with a sharp attention to detail
- Superior communication and interpersonal skills

REQUIREMENTS, EXPERIENCE, AND EDUCATION

- Education and Certifications
 - College or technical diploma, or equivalent certification, in information technology or a related field
- Core IT Service and Business System Experience
 - Experience supporting business applications such as Microsoft Dynamics GP
 - Experience with system migrations and application integration
 - Experience installing, supporting, and troubleshooting Microsoft Windows 11 and Microsoft Office Applications
- Email, Cloud, and Identity Services
 - Experience supporting Microsoft 365 services including Outlook and Exchange
 - Experience with Azure Active Directory (Entra ID)
 - Experience managing user access, group policies, and permissions using Active Directory
- Cyber Security and Infrastructure Fundamentals
 - Understanding of cyber security fundamentals including endpoint protection, access controls, and security monitoring
 - Knowledge of TCP/IP networking fundamentals and support of network and security
 - Experience reviewing system performance and security logs and responding to alerts
 - Experience with virtual machine administration
- End-User Technology and Collaboration Tools
 - Experience supporting meeting room audio visual systems, virtual meetings, and live streaming technologies
 - Experience supporting Apple iOS devices and mobile device access
 - Experience with Microsoft Teams, Phone or VOIP solutions is considered an asset – internet based phone system
- Server and Advanced Technical Experience – Asset
- Experience supporting Microsoft Server environments including Server 2016 to Server 2022
- Experience with web services such as IIS and backend systems such as SQL Server is an asset
- Operational Requirements
 - Valid Alberta Class 5 driver's licence with an acceptable driver's abstract
 - Ability to obtain and maintain a Criminal Record Check
 - Incident Command System – ICS Level 100 certification or willingness to obtain

Manager Approval:

_____ Name	_____ Signature	_____ Date
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Employee Acceptance:

_____ Name	_____ Signature	_____ Date
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Submit signed copy to HR for filing