

# **CORPORATION OF THE COUNTY OF MIDDLESEX**

## **POSITION DESCRIPTION**

<b>Title:</b>	<b>IT Coordinator</b>
<b>Department:</b>	<b>Information Technology Services (ITS)</b>
<b>Reports To:</b>	<b>Director of ITS</b>
<b>Positions Supervised:</b>	<b>None</b>
<b>Effective Date:</b>	<b>June 2019</b>

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### **POSITION SUMMARY**

As an integral, customer service focused member of the Information Technology Services (ITS) team, the IT Coordinator's role is to provide day-to-day administrative support to the ITS department. The IT Coordinator will assist with the overall tracking of computer related hardware, software, contracts and support agreements, while providing projected and procurement related support to ITS the department. This position will also assist with the development of reports as required. This position, at times, will have access to confidential information so integrity, confidentiality and discretion are required. This position will have occasional travel to remote sites as required.

### **Responsibilities**

- Provide overall day-to-day administrative support to the ITS department
- Input and review invoices to ensure accuracy and process using the electronic document management system
- Assist with the review of telecommunication invoices and reports, and assist with the purchasing of related equipment while tracking changes in the asset management system
- Assist in the input and maintenance of IT related documentation using the County's electronic document management system
- Assist with tracking and monitoring of computer related hardware and software assets, as well as ensure accurate data entry or updates in the asset management system
- Assist with hardware maintenance renewals and warranty claims
- Assist with ensuring and maintaining software compliancy and license renewals
- Track and monitor the various agreements and contracts
- Support and assist the Project Coordinator role with any project management and procurement related tasks and duties
- Ensure the accurate recording of asset information relating to PSAB
- Assist with service provider inquiries and recording updated account information
- Develop and provide reports as needed
- Perform other related duties

## **Qualifications and Experience**

- Two-year college diploma in a related discipline
- One year of experience working in an Information Technology related field
- Microsoft Licensing Expert certification or equivalent experience an asset
- Ability to effectively interpret licensing and service contracts
- Excellent organizational, research, prioritization and problem-solving abilities
- Excellent written and oral communication skills with attention to detail
- Ability to work effectively both independently and as part of a team
- Ability to work within tight timelines
- Driver's license and use of a vehicle