

Job Description

Information Technology Analyst

POSITION SYNOPSIS AND PURPOSE

(A position overview and how it aligns with corporate strategies)



The Information Technology Analyst (IT Analyst) plays a vital role in supporting the technological operations and efficiency of Region of Queens Municipality. Reporting to the Manager of Information Technology, this position is responsible for assisting in the administration, maintenance and support of information technology systems and infrastructure within the Municipality. The IT Analyst ensures that technology resources are functional, secure and aligned with the operational needs of the Municipality, contributing to seamless day-to-day operations and supporting strategic IT initiatives.

This role involves providing technical support, maintaining IT systems and collaborating with the IT Manager and third-party providers to ensure reliable and secure technology services. The IT Analyst is proactive in identifying and resolving technical issues, supporting end users and contributing to the Municipality's technological advancements.

MAJOR RESPONSIBILITIES

(Position activities and allocation of time spent doing each activity)



Description	Approximate Time Spent (%)
<p>Technology Management</p> <ul style="list-style-type: none"> • Provide frontline technical support at multiple municipal facilities throughout Queens County, troubleshooting hardware, software and network issues to ensure uninterrupted access to critical systems such as SAP, MapInfo, Microsoft Office 365, telephony and network infrastructure • Assist in the maintenance and monitoring of IT systems to ensure reliability, security and performance, including applying updates and patches as directed • Support the deployment, configuration, and maintenance of IT equipment, ensuring proper setup and functionality of workstations, audio-visual equipment and other devices 	<p>50%</p>

Description	Approximate Time Spent (%)
<ul style="list-style-type: none"> Promote secure IT practices by assisting with password management, user access controls and VPN configurations under the guidance of the IT Manager 	
<p>IT Operations and Documentation</p> <ul style="list-style-type: none"> Assist in the creation and updating of technical documentation, user guides and manuals to support consistent IT operations and end-user training Collaborate with municipal departments to understand their technological needs and provide solutions to enhance operational efficiency Support the IT Manager in implementing projects, including system upgrades, software installations and infrastructure improvements Monitor system performance and report issues or improvement opportunities to the IT Manager 	30%
<p>Compliance and Security Support</p> <ul style="list-style-type: none"> Assist in ensuring IT operations comply with software licenses and provincial and federal regulations related to data storage, privacy and protection Support the implementation of IT policies and procedures, including data backup and recovery processes, to ensure business continuity Participate in security audits and incident response activities, helping to maintain a secure IT environment under the direction of the IT Manager 	20%

***Note:** All activities are expected to be performed in a safe manner, in accordance with the *Occupational Health and Safety Act* and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.

MINIMUM QUALIFICATIONS

(Must Have)



Education (degree/diploma/certifications):

- Diploma or degree in Information Technology, Computer Science or a related field
- Certifications such as CompTIA A+, Network+, or Microsoft Certified: Azure Fundamentals are preferred

Experience:

- 5 years of experience in IT support, system administration or a related role
- Experience troubleshooting hardware, software and network issues
- Familiarity with IT systems such as Microsoft Office 365, SAP or similar platforms

Knowledge/Skill/Ability:

- Knowledge of IT systems, basic networking and cybersecurity principles
- Proficiency in troubleshooting hardware and software issues efficiently
- Strong communication skills to provide clear, easy to understand technical support and training to end users
- Ability to work collaboratively in a team environment and follow instructions
- Analytical skills to diagnose and resolve technical problems effectively
- Competence in maintaining accurate documentation and user guides
- Ability to adapt to new technologies and learn quickly in a fast-paced environment
- Strong interpersonal skills to support end users and maintain positive relationships with colleagues
- Successful completion of a criminal record check
- Hold a valid Nova Scotia driver's license with a clean driving record and access to reliable transportation



Work Demands

This position spends approximately:

- [90]% of the time indoors
- [5]% of the time outdoors
- [5]% of the time driving a vehicle during work

Physical effort:

- Sitting for long periods of time
- Long periods of continuous computer usage
- Lifting hardware
- Bending and crawling to set up workstations

Mental effort:

- Multitasking and managing competing priorities
- High concentration during system troubleshooting
- Continuous focus on complex problem-solving

Hours of work:

- Regular office hours with the ability to work some evenings and weekends depending on operational need.

Work Location:

- On-site (100% of work performed on-site)
- Hybrid (Combination of on-site and remote work)
- Mostly Remote (Most time spent working remotely with limited time spent in the office)

Note: Mostly remote positions are required to attend regularly scheduled team meetings, training, and collaboration opportunities on-site. Appropriate notice will be provided.

ACCOUNTABILITY AND INITIATIVE



Independent Decision Making:

- Moderate independent decision making within defined guidelines
- Escalate complex issues to the IT Manager for resolution
- Prioritize support tickets and tasks

Financials and Budget:

- Tracking IT-related expenses and documenting purchases
- Provide input on equipment needs to support budget planning

Confidential Information:

- Access to confidential information as it relates to contracts, user group information and other information stored on the Municipality's IT network
- Protect sensitive data and ensure compliance
- Manage access controls and cybersecurity measures

Creativity and Ingenuity:

- Propose solutions to technical challenges
- Assist in implementing new tools or processes to improve efficiency

POSITION CLASSIFICATION (Where this position fits)



Position Title: Information Technology Analyst	Division:
Department: Administration	Classification:
Positions Supervised Directly: N/A	Reports to (Direct): Manager of Information Technology
Salary Grade: Grade 2	Positions Supervised Indirectly: N/A
Hours per week: Regular business hours with the ability to work some evenings and weekends depending on operational need	Work Location: Administrative Office
Effective Date: July 17, 2025	Revision Date: November 6, 2025

Organizational Chart

The reporting relationship of this position to others within the immediate department.

