



RM OF WEST ST. PAUL

POSITION DESCRIPTION

POSITION IT Administrator	DEPARTMENT: Support Services
EFFECTIVE DATE November 2025	DATE REVISED:
SUPERVISOR: Director of Support Services	SALARY RANGE: \$66,777.48 - \$87,838.40

SUMMARY

The Information Technology (IT) Administrator is responsible for managing, maintaining, and enhancing the RM of West St. Paul's information technology systems, networks, and digital infrastructure. Reporting to the Director of Support Services, this position ensures the reliability, security, and efficiency of the municipality's technology environment, supporting both administrative and operational functions. The IT Administrator provides hands-on technical support, implements system improvements, and contributes to the RM's long-term digital strategy.

KEY RESPONSIBILITIES

System Administration & Network Management

- Maintain and administer servers, network infrastructure, and hardware to ensure consistent system performance and security.
- Monitor system usage, network connectivity, and backups to prevent downtime and data loss.
- Manage user accounts, permissions, and access rights in accordance with RM policies and security best practices.
- Oversee software updates, patches, and system configurations to ensure optimal functionality.

Technical Support & Troubleshooting

- Provide first-line technical support to municipal staff for hardware, software, and network issues.
- Diagnose, troubleshoot, and resolve system errors and user problems in a timely and professional manner.
- Maintain an internal helpdesk system to track and prioritize IT service requests.
- Coordinate with external vendors or consultants for specialized technical support or repairs.

Cybersecurity & Data Protection

- Implement and maintain cybersecurity protocols, firewalls, antivirus software, and data protection measures.
- Conduct regular system audits and vulnerability assessments.

- Support employee cybersecurity awareness training and ensure compliance with RM security policies.
- Ensure the confidentiality, integrity, and availability of digital records and information systems.

Technology Planning & Project Management

- Assist in developing and implementing the municipality's IT strategy, policies, and procedures.
- Research and recommend technology solutions that improve efficiency and service delivery.
- Support technology-related components of capital projects, including system integrations and hardware upgrades.
- Manage IT inventories, warranties, and licensing agreements.

Financial & Administrative Support

- Prepare and monitor IT operating and capital budgets in collaboration with the Director of Support Services.
- Identify and pursue funding or grant opportunities to support IT infrastructure and innovation projects.
- Maintain accurate documentation of systems, configurations, licenses, and procedures.

QUALIFICATIONS

- Post-secondary education in Information Technology, Computer Science, Network Administration, or a related discipline.
- Minimum of 3–5 years of experience in IT administration, network management, or systems support (municipal or public sector experience is an asset).
- Strong technical knowledge of Windows Server, Active Directory, network infrastructure, and cloud-based systems.
- Experience with Microsoft 365, cybersecurity management, and data backup solutions.
- Knowledge of GIS systems, records management software, or municipal applications considered an asset.
- Excellent problem-solving, communication, and organizational skills.
- Ability to work independently, manage multiple priorities, and maintain confidentiality.
- Valid Class 5 driver's license and access to a vehicle.

WORKING CONDITIONS:

- Work is primarily performed in an office environment with occasional visits to other municipal facilities.
- Standard 8-hour workday with occasional extended hours required for system upgrades or emergency support.
- Frequent use of computers, servers, and electronic equipment.
- Occasional lifting of computer hardware and peripherals.

Incumbent

Director of Support Services

Date