

**Township of Cavan Monaghan
Job Description**

Position: Information Technology (IT) Systems Analyst

Reports to: CAO

This Job Description is effective: October 2025

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Job Summary

The IT Systems Analyst is responsible for the planning, implementation, support and oversight of municipal IT infrastructure and will ensure reliable, secure and effective delivery of IT services. In consultation with the CAO, the IT Systems Analyst is responsible for corporate technology, configuration, reliable IT operations, IT infrastructure, desktops, laptops, software, hardware including servers and peripheral devices: such as printers, scanners and mobile/smartphones, audio visual equipment, local area network (LAN) and ensuring consistency and efficiency for the Township of Cavan Monaghan across all municipal departments. This position will serve as the primary municipal IT liaison with third party-providers ensuring internal controls and standards are maintained.

Duties and Responsibilities

Technology Management and Maintenance

- Oversee the installation, configuration, maintenance, and timely upgrade of all technology equipment, including hardware, software, and network systems.
- Regularly monitor, troubleshoot, and resolve system issues and technical malfunctions in a timely manner.
- Collaborate with third-party providers and act as the liaison between the municipality and external IT support agencies.
- Assist users with IT related incidents when called upon and quickly analyze, diagnose and resolve IT issues and determine best course of action.
- Support the development and maintenance of data management procedures, including data classification, retention, and disposal.
- Develop and implement IT training programs for employees.

IT Security

- Implement, and maintain comprehensive IT security procedures, and protocols to safeguard the Township's digital assets, information systems, and networks from unauthorized access, data breaches, and cyber threats.
- Identify and mitigate cybersecurity risks, implement and manage multi-factor authentication, conditional access, and data loss prevention.
- Ensure compliance with all applicable Federal, Provincial, and Municipal regulations related to IT, data privacy, and cyber security.
- Maintain disaster recovery readiness, backup systems, and ensure data recovery capabilities.

Department Planning

- Provide input and advice for the annual IT budget and facilitate long-term budgeting projections for IT hardware and software.
- Ensure cost-effective allocation of IT resources by tracking expenses, analyzing cost-benefit, and implementing cost-saving measures where appropriate.
- Produce and maintain required documentation, reports, and correspondence.
- Manage the full lifecycle of assets from acquisition, operation, maintenance and disposal.
- Coordinate with Asset Management to update the municipal database.
- Set quality, performance and capability targets aligned with organizational goals.
- Maintain skills and knowledge to remain current in the IT field through ongoing professional development and attendance at workshops, seminars and other educational venues.

Work Environment

- Standard working hours are Monday through Friday, from 8:30 a.m. to 4:30 p.m., (35 hours per week) which constitutes the core hours. However, the role may require availability outside of regular hours to provide support during critical situations such as security breaches, damage to essential technology infrastructure, or activation of the Emergency Operations Centre (EOC).
- Weekly working hours will be shared between the Township of Cavan Monaghan and the Township of Otonabee- South Monaghan as per the service agreement.
- Travel required between municipal facilities in Cavan Monaghan and Otonabee-South Monaghan.

- Out of town travel may be required to attend related training courses, meetings/seminars.
- Member of the Emergency Management Control group with the ability to respond to after hour emergencies on a 24/7 basis as required by the Township's Emergency Plan and associated policies and procedures.

Job Knowledge/Education

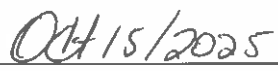
- Minimum 3-year Diploma or University Degree in Information Technology, Computer Sciences or related discipline.
- Minimum 7 years of progressive IT experience including experience in IT systems and application implementation and IT project management.
- Experience in a municipal environment is preferred.
- Thorough knowledge of industry standard practices, guidelines, benchmarks, safety policies, procedures and applicable laws relating to information technology.
- Demonstrated ability to evaluate and work with new technologies, devices, and applications.
- Excellent organizational, analytical and problem-solving skills.
- Superior customer service, communication (both oral and written) and interpersonal skills to deal with staff, third- party vendors and the public.
- Ability to work outside of regular business hours, as required to respond to critical network failures, upgrades, maintenance and/or outages.
- Ability to maintain a high level of professionalism and confidentiality.
- Ability to prioritize work and to work under pressure to meet multiple deadlines.
- Requires a valid class "G" Ontario Drivers License and daily access to a personal vehicle to travel to various locations.
- Must provide a satisfactory Criminal Record Check.

Please note: The above statements reflect the general details considered necessary to describe the principal functions of the job identified and shall not be considered as a conclusive description of all work required in the position. This job description may be subject to change to meet organizational or operational requirements.

Reviewed By:



Chief Administrative Officer



Date

