

TOWN OF PETAWAWA

(March 2024)
(August 2025)

JOB TITLE: IT Systems & Cloud Administrator

DEPARTMENT: FINANCE

Directly Responsible to: Director of Finance (Treasurer)

PURPOSE OF THE POSITION

Responsible for the coordination, maintenance, and support for all Town of Petawawa computer-related hardware, software, and cloud infrastructure. This role ensures the security, reliability, and efficiency of both on premise and cloud-based municipal IT systems. The IT Systems & Cloud Administrator provides technical support, manages cloud environments, and implements security best practices to support municipal operations.

MAJOR RESPONSIBILITIES

PROGRAM/SERVICE

- Performs the responsibilities of the position within the legislative and regulatory standards set out in the applicable Provincial and Municipal Acts.
- Architect and deploy secure, optimize and scale solutions in Azure (IaaS/PaaS), cost-efficiency.
- Automate infrastructure tasks using PowerShell and Bash.
- Administer Microsoft 365 services (Exchange, SharePoint, Teams, OneDrive).
- Provision and manage endpoints via Intune, Autopilot, and MDM policies.
- Integrate Apple Business Manager (ABM) with Intune for Apple device and Android lifecycle management.
- Enforce device compliance and protection using Microsoft Defender and Intune.
- Maintain on premise Windows servers and Oracle databases.
- Perform updates, backups, and basic SQL for maintenance and troubleshooting.
- Deploy and manage UniFi switches, access points, and gateways (cloud/on premise); configure and monitor Fortinet firewalls, VPNs, and security policies.
- Maintain secure, high-performance network operations.
- Provide Tier 1–2 support for systems, devices, and network issues.
- Diagnose and repair desktops, laptops, tablets, and peripherals.

- Manage IT assets, procurement, and hardware lifecycle.
- Support A/V technology and hybrid meeting environments.
- Maintain technical documentation, SOPs, and diagrams.
- Ensure compliance with IT policies, cybersecurity standards, and data regulations.
- Lead or contribute to modernization and cloud migration projects with a focus on automation and scalability.
- Oversees live stream of Committee and Council meetings.
- Performs other related duties as may be assigned by the Director of Finance (Treasurer).

This description reflects the general duties necessary to describe the principal functions of the job identified and shall not be construed to be all the work requirements that may be inherent in this classification.

HUMAN RESOURCES

- This employee has no supervisory responsibilities.

FINANCIAL RESOURCES

- Adheres to and makes recommendations regarding annual budget for general operations of Information Technology (IT) needs for the Town of Petawawa.

SKILL AND EFFORT

KNOWLEDGE

- Diploma or degree in Information Technology, Computer Science or a related field.
- Three to five years of hands-on experience in IT infrastructure, cloud architecture, and technical support roles.
- Strong experience with Microsoft Azure, Infrastructure as Code (Terraform, Bicep), and Microsoft 365 administration.
- Working knowledge of Oracle Cloud (OCI) and on premise Oracle DB systems.
- Experience with PowerShell and Bash scripting for automation and administration tasks.
- Competent with basic SQL for reporting and database maintenance.
- Hands-on experience with UniFi networking systems and Fortinet firewalls.
- Proven ability to design and implement network infrastructure for municipal buildings and new construction projects.
- Experience in vendor management and RFP development.
- Excellent oral, written and interpersonal communication skills.
- Excellent organizational, planning, research and analysis skills.

- Proven ability to assess business needs and translate them into relevant solutions.

Assets:

- Microsoft certifications (AZ-104, AZ-305, MS-102, MD-102).
- CompTIA Network+ or CCNA, Security+
- ITIL Foundation or equivalent knowledge of IT service management frameworks
- Experience in municipal or broader public sector IT environments

PHYSICAL SKILL AND EFFORT

- Occasional standing and moving about indoors.
- Limited heavy physical effort.

DECISION MAKING AND JUDGMENT

- Requires a high level of initiative, resourcefulness and ability to work independently.
- Demonstrates strong time management skills and an ability to prioritize tasks.
- Maintains a high degree of confidentiality.
- Errors, incorrect judgment or otherwise, may result in serious legal or other repercussions to the Corporation.

INTERPERSONAL SKILLS/CONTACTS

Internal

- CAO
- Department Heads
- Mayor and members of Council
- All other staff that require IT support

External

- Service providers and vendors

WORKING CONDITIONS

Environment

- Office environment
- Travel to different Town properties required.

Control Over Work Schedule

- Required to work 35 hours per week.
- Required to work during meetings of Council and Committee to livestream proceedings (generally every Monday night)

- Flexible work schedule to work outside of regular office hours for server installs, upgrades, updates and meetings etc.