



INFORMATION SYSTEMS TECHNICAL SPECIALIST – FULL TIME CONTRACT POSITION (12 MONTHS, 35 HOURS/WEEK)

Job ID: IT-26-144

Newmarket-Tay Power Distribution Ltd. (NT Power) delivers electricity to almost 50,000 customers within the Town of Newmarket, Town of Midland and Tay Township. Headquartered in Newmarket, Ontario, NT Power has an additional office in Midland, Ontario, approximately one hour north of Newmarket along the shores of Georgian Bay.

We are looking for a hands-on **Information Systems Specialist** to help our IS team operate, support, and improve the systems that run our utility – from customer and billing systems to metering and operational applications.

As this is a technical information systems role, the successful candidate will spend much of their time hands-on configuring, integrating, troubleshooting, and supporting systems.

This position will work remotely under our hybrid work environment policy, with occasional requirements to be on-site at our Newmarket/Midland offices as necessary.

POSITION SUMMARY

Reporting to the Manager of Information Systems, the Information Systems Specialist will be responsible for the day-to-day health, support, integration, and continuous improvement of NT Power's core information systems.

This role is ideal for:

- A developer/DevOps or systems administrator who wants to work closer to the business and own line-of-business applications, or
- An IT generalist or applications/support analyst who wants to deepen their experience with utility information systems, data flows, and integrations.

You will work closely with operations, customer service, billing, metering and finance teams, as well as external vendors, to ensure that systems are reliable, data is accurate, and changes are implemented following policy.



DUTIES AND RESPONSIBILITIES

Responsibilities may vary based on experience and education and can include:

Application & System Support

- Provide hands-on Level 2/3 support for core business applications such as Customer Information System (CIS), Meter Data Management (MDM/MDM-R), AMI head-end, work management, GIS/OMS, and related tools.
- Troubleshoot and resolve incidents involving data, configuration, integrations, and performance, engaging vendors when necessary.
- Monitor critical jobs, interfaces and data flows (imports/exports, batch jobs, file transfers, APIs) to ensure accurate and timely processing for billing and operations.

Configuration, Integration & Change

- Configure and maintain application settings, user profiles, roles, and security within supported systems.
- Participate in the design, testing, and implementation of system changes, upgrades, and new features.
- Build and maintain queries, reports, and extracts (e.g., SQL, reporting tools) to support operational and regulatory reporting.
- Work with IT infrastructure staff on application-related changes (e.g., environments, patching, connectivity, certificates).

Data Quality & Metering / Billing Support

- Support data quality processes for customer, meter, and billing data; investigate anomalies and exceptions, and coordinate corrections with internal teams and vendors.
- Assist with meter data validation/estimation/editing (VEE) processes and MDM/AMI data issues as required.
- Help ensure systems and processes support accurate billing, regulatory reporting, and settlement.

Business Engagement & Continuous Improvement

- Work directly with business users to understand issues, pain points and improvement opportunities; propose practical, technically sound solutions.
- Assist with small projects and enhancements, including documenting technical designs, test plans, and implementation steps.
- Create and maintain technical documentation, runbooks, and knowledge base articles.
- Provide training and guidance to end users on system functionality, new features, and best practices.



QUALIFICATIONS

Education & Experience

- Post-secondary diploma or degree in Information Technology, Computer Science, Information Systems, Engineering Technology or a related field.
- 3–5 years of experience in one or more of:
 - Applications / systems support
 - Systems administration or DevOps
 - Software integration
 - Electric utility or energy environment experience, especially with systems such as those supporting utility metering, GIS, SCADA, ADMS or asset management

Technical Skills

Candidates should bring a solid subset of the following skills and be willing to learn the rest:

- Experience supporting or integrating line-of-business applications (e.g., CIS, CRM, ERP, work management or billing systems).
- Ability to read and write SQL and work with relational databases (e.g., MS SQL Server, Postgres) for queries, data analysis and reporting (e.g. Power BI, SSRS).
- Comfort with scripting / automation / orchestration and working with interfaces (e.g., REST APIs, ETL, flat-file transfers, scheduled jobs).
- Familiarity with Windows Server environments and/or cloud-based application hosting.
- Familiarity with ITSM (ITIL Framework), aligning the delivery, operation, and improvement of IT services to meet business needs.
- Strong understanding of basic concepts such as user and role management, security groups, environments (DEV/TEST/PROD), and application logs.
- Experience working with IOT or embedded IT/OT field devices (e.g., modems, meters, sensors).

Competencies & Working Style

- Hands-on problem solver – enjoys digging into logs, data, and configuration to find root causes.
- Technically curious – keen to understand how systems fit together (interfaces, data flows, dependencies).
- Business-aware – able to understand how system changes impact various stakeholders.
- Strong communicator – can explain technical issues in plain language and build trust with non-technical audiences.
- Process oriented – focusing on accurate and repeatable outcomes, supported by on-going documentation practices.
- Collaborative – comfortable working with a variety of internal and external stakeholders.
- Organized and accountable – able to manage tickets, changes, and small projects in parallel and follow through to completion.

What We Offer

- Opportunity to work across a broad range of utility systems and technologies and build deep domain experience.
- A collaborative work environment where you can influence how systems are used and improved, not just “keep the lights on.”
- Competitive contract compensation and access to learning opportunities in both technology and the electricity distribution sector.



APPLICATION INFORMATION

If you are interested in this position and meet the qualifications, please submit your resume by visiting our Careers page at <https://ntpower.ca/careers>. Please include the position title and the job ID number in the subject line of your e-mail. We appreciate the interest of all candidates, however, only those selected for an interview will be contacted.

APPLICATION DEADLINE FOR THIS POSITION IS TUESDAY, JANUARY 20, 2026, BY 4 P.M.

Candidates are required to disclose NT Power employees who are immediate family members prior to the interview.

Successful candidates will be required to obtain a criminal verification screening as a condition of employment.

This is a new contract position with NT Power, aiming to support our internal IS/IT team. The starting salary for this position is \$90,002.08.

NT Power is committed to fairness and equity in employment and our recruitment and selection practices. We encourage applications from Indigenous peoples, people with disabilities, members of sexual minority groups, members of racialized groups, women and any others who may contribute to the further diversification of our LDC community. Accommodation will be provided in all parts of the hiring process. Applicants need to make their requirements known in advance when applying through <https://ntpower.ca/careers>.