Analyst III – Client Productivity

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Professional and Managerial Group

Analyst III – Client Productivity

Computing and Communications Services (CCS)

Temporary full-time from November 1, 2021 to December 23, 2022

Hiring #: 2021-0515

Please read the Application Instructions [1] before applying

Computing and Communications Services (CCS) is the central IT department at the University of Guelph, providing core IT services and technology solutions to the U of G community. CCS has a progressive organizational culture, including a strong learning and development focus, and is committed to its Core Values: Service Culture, Integrity, Individual Leadership, Teamwork, Agility, and Communication.

In a partnership effort developed between the Department of Student Wellness Services and Computing and Communication Services (CCS), the central IT department, this position will be reporting to the Manager, Client Productivity, and will be part of Computing and Communication Services (CCS), which provides IT infrastructure and central technology services to the U of G community. The incumbent will be an integral part of a team of professionals and will be responsible for investigating, developing and supporting specific IT programs and systems for the Department of Student Wellness Services.

The Analyst III will play a critical role as a member of the CCS Client Productivity team. Responsibilities include collaborating with Student Wellness Services (SWS) staff to understand the business and IT needs of the department in their service areas: Student Health Services, the Health & Performance Centre, Counselling Services, Wellness Education and Promotion Centre, and Student Accessibility Services. Responsibilities include operational support and future business strategies, including the long-term sustainability, scalability, and interoperability of their IT systems and services with other campus systems and implementing robust solutions to streamline Student Wellness Services’ business processes. This position encompasses a wide range of skills including solid technical analysis, strong problem analysis, database maintenance and administration, supporting web-based systems and databases, developing a strong understanding of the IT services provided by CCS and implementing and supporting CCS Services provided to the Department of Student Wellness Services in partnership with CCS. In general terms, the Analyst III will provide support, maintenance, training, enhancement of existing applications, systems and services, implementation of new initiatives, lead the development integrations across applications, manage hardware inventory and provide technological advice that will positively impact the Department of Student Wellness Services.

Specific Student Wellness Services responsibilities include:

- Level 1 & Level 2 support of SWS personal computing technology
- Application support and optimization of SWS’ “Health Record” application (InputHealth)
- Development, operation, and support of interfaces between internal systems and between MOHLTC systems
- Continuous improvement of SWS processes with technology-based solutions, including identification of opportunities, analysis, implementation, and operation.
- End-user support to optimize productivity and to enable most effective use of Information Technology

Requirements of the position include:
Bachelor's degree in Computer Science/Information Technology and 3 to 6 years of related work experience applying Information Technology in a Health Care setting, or an equivalent combination of education and experience

Must have experience and technical understanding in enterprise application software, data analysis, computer operating systems/hardware, web services, customer service and support

Analytical ability and thorough understanding of large-scale information technology applications

Knowledge regarding IT demands within a health services environment and experience with health care IT systems is an asset

Commitment to on-going professional development; proven ability to multi-task and manage time; excellent organizational skills are mandatory; superior verbal and written communication skills

Demonstrated aptitude to successfully manage projects (small, medium, large) including developing project goals, objectives, and deliverables, determining resource requirements, reviewing progress, and providing status updates to management

Exceptional customer service skills

Strong interpersonal and communication skills (oral and written) with ability to work effectively with both business clients and technical team members

Strong skills with Microsoft 365 collaboration suite products.

In addition to these requirements, experience in any of the following areas is beneficial:

- Ontario MOHLTC Information Systems and integrations with same
- HL7 standards
- Experience working with EMR systems
- Website creation and/or maintenance
- Experience working with Physicians and other Health Care Professionals in a Hospital, Family Health Team, or Clinic setting.
- Other relevant certifications (please specify in your application)

This appointment is regularly performed on-campus but will be initially fulfilled remotely (off-campus) until the University resumes its regular operations.

Classification               P04
Professional/Managerial Salary Bands [2]

At the University of Guelph, fostering a culture of inclusion [3] is an institutional imperative. The University invites and encourages applications from all qualified individuals, including from groups that are traditionally underrepresented in employment, who may contribute to further diversification of our Institution.

Posting Date: 2021 09 27
Closing Date: 2021 11 15 (extended)