



VACANCY POSTING

Vacancy:	Junior Systems Analyst
Description of Position:	Permanent Full time
Number of Vacancies:	1 Position
Unit:	Information, Communication & Technology
Wage Grid:	\$61,064.25 - \$72,165.60
Employee Group:	Non-Union Support
Shift Work:	No
Weekend Work:	On-Call Required
Reference Number:	#25-113 FT JUNIOR SYSTEMS ANALYST

ROLES AND RESPONSIBILITIES

PATIENT SAFETY

Every employee's responsibility is to ensure that the hospital's patient safety goal continues to be the centrepiece of our quality and risk management program and that every patient is treated within a safe environment. To ensure compliance with this goal, each employee must:

- Find, report and prevent incidents/near misses or adverse effects
- Communicate/report areas of concern immediately to your Manager
- Complete a Near Miss Form or Incident Report to communicate or report incidents or near misses

SUMMARY OF POSITION:

The Junior Systems Analyst is responsible for the ongoing implementation of the Hospital's information systems, including design, documentation, evaluation, testing of new computer systems and/or enhancements to existing computer systems. Working conditions include frequent interruptions, physical demands (i.e. lifting, bending and crouching), and on-call support.

NATURE AND SCOPE OF WORK

- Provide production support to assigned systems during standard business hours
- Assist the Senior Systems Analyst in research developments, techniques and trends in the assigned technology areas to determine impact and relevance to support platforms
- Identify and resolve hardware and software application problems in a high availability platform
- Contribute to the continued high level of reliability and availability of the hardware/software
- Provide technical support and resolution of critical and operational and/or functional problems affecting the availability and/or effectiveness of the hospital's hardware and software platforms
- Assist the Senior Systems Analyst in the provision of project management for medium to large scale initiatives

- Provide technical expertise, support, and vendor liaison and user education for the Hospital's information systems
- Provide procedures and controls to ensure accessibility, security, and integrity of data
- Administer and maintain the computer systems required to support the Hospital's information systems
- Take all reasonable steps to protect the security and integrity of all data
- Ensure access to resources are tailored and maintained to individual requirements
- Provide timely support and assistance to end users of computer applications. This support encompasses all aspects of computer systems and associated equipment
- Install and maintain operating systems and application (service packs, updates) on the various platforms
- Participate in problem, analysis and resolution, i.e. operating system conflicts, application problems, and related software errors
- Assist the Senior Systems Analyst in the evaluation and recommendations of new software and hardware in order to improve processing efficiencies on the various computer platforms
- Provide and assist in the collection of statistical information when required to analyze issues and/or special processing activities
- Participate in various projects and task forces related to system utilization
- Assist the Senior Systems Analyst in the development of business cases when required

QUALIFICATIONS

- Computer Science degree or equivalent
- Minimum two years of IT-related work experience in a Microsoft server/client environment (Healthcare related IT experience preferred)
- Recent MCSE certification preferred
- Experience with HP/Intel-based server hardware and related technologies
- Experience with enterprise backup/recovery solutions
- Thorough knowledge of computing systems, networks, computer hardware, computer software including operating systems and environments. (All MS Windows OS, Active Directory, MS, SQL, PSQL, WatchGuard Firefox, IIS, Cisco IOS, Commvault)
- Experience with HP servers and Xerox MFU
- Experience with web technologies (HTML, CSS)
- Solid understanding of networking concepts (TCP/IP, DHCP, DNS, security, VPN)
- Ability to troubleshoot hardware and/or software, and repair or replace failing components as required
- Demonstrates excellent communication, interpersonal and analytical skills
- Product evaluation/recommendation methodologies
- Basic knowledge of systems analyst and designs techniques, with a demonstrated ability to stay abreast of computer technology
- Must be proficient in end-user support, orientation and training
- Strong customer service skills
- Strong oral and written communication skills
- Strong analytical and problem-solving skills
- Team player with demonstrated commitment to service excellence
- Ability to work with fellow employees in a positive manner in a team atmosphere
- Bilingualism (English/French) is an asset

Competencies:

- Demonstrates initiative to recommend changes, streamline operations and create efficiencies

- Commitment to continuous upgrading of skills and learning, to keep current with new technology
- Ability to problem solve within short time frames while assessing risk
- Demonstrates ability to work under pressure through problem resolution of more than one problem at a time
- Excellent task prioritization skills
- Good interpersonal skills/tact and diplomacy for dealing with internal clients
- Self-motivated

ALIGNMENT WITH WDMH COMMITMENT STATEMENT

The duties and responsibilities of this position include alignment with the Winchester District Memorial Hospital's Commitment Statement. It is the Hospital's mandate to ensure that all employees adhere to the following as a duty of their employment:

Our Commitment

We are here to care for our patients with compassion - close to home and with our partners.

We pursue excellence in all we do.

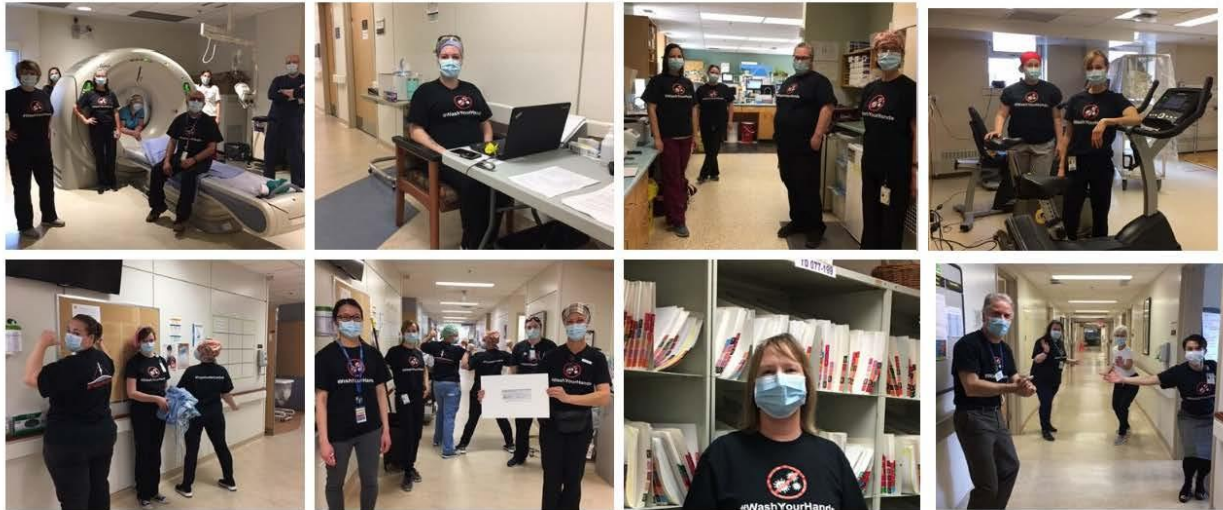
We are one team. We value respect, accountability, innovation, and learning.

APPLICATION INFORMATION

Interested applicants should apply in writing, (by email only) indicating their qualifications in a cover letter and resume to Brenda Fancey, Corporate Manager - Recruitment, Compensation and Benefits at:

hresources@wdmh.on.ca

At WDMH, we want you to experience work that is positive and rewarding -- in a safe, supportive, and professional environment. We are driven by Compassionate Excellence and are committed to providing an inclusive and barrier-free work environment. We invite all qualified applicants to explore careers with WDMH. Accommodations are available on request for candidates taking part in all aspects of the selection process. We appreciate interest from all candidates, however only those selected for an interview will be contacted.



JOIN OUR TEAM

We are #WDMH Proud!

Winchester District Memorial Hospital (WDMH) has an award-winning reputation for compassionate excellence because we know that exceptional care involves more than good medicine.

- Our high patient satisfaction rates speak to our commitment to compassionate excellence and patient-centred care.
- We have been awarded Exemplary Standing from Accreditation Canada.
- We are One Team – with 1,000 staff, physicians, volunteers, and learners – all dedicated to providing the very best care close to home.
- We have fun! From Commitment Awards to door decorating contests, there is always something happening at WDMH to celebrate our team.
- WDMH provides an inclusive and welcoming place to shine, be recognized and feel valued. There are opportunities to advance and excel in your work and your career. Come join us!

Get to Know Winchester District Memorial Hospital

WDMH is a rural teaching hospital just south of Ottawa. We care for our local communities from childbirth to seniors' care – and are a hub site for cancer care, dialysis and cataract surgery.

WDMH has a 24/7 Emergency Department and Diagnostic Imaging services, including digital mammography and CT scans. Day surgery and specialty clinics, with visiting specialists from Ottawa hospitals, mean that patients can receive care without travelling to the city. And we are committed to education and research.

For more details, visit www.wdmh.on.ca.

Get to Know Our Region

- Rural and suburban lifestyle
- Reasonable driving distance to bigger cities like Ottawa, Montreal, and the border to the United States
- Driving distance to St. Lawrence and Rideau water systems
- Lower housing costs with bigger lot sizes and local parks, open spaces and hiking trails
- Smaller schools
- Large variety of rural community and agri-tourism events

For more details, visit www.northdundas.com.

