PERTH & SMITHS FALLS DISTRICT HOSPITAL
CUPE 2023-67

DEPARTMENT: Hospital Information Systems

POSITION: Systems Operation Analyst

SUMMARY OF DUTIES:

The Systems Operation Analyst, under the direction of the designated Manager, responsible for HIS/IT, provides technical and operational support for all computer hardware and all computer software. The incumbent also provides support to HIS users regarding troubleshooting and peripheral maintenance, to the Systems Support Specialist in the supervision of day-to-day activities and to the Analysts in training requirements, software issues and troubleshooting within each module. The incumbent also makes recommendations to the Manager in terms of hardware/software acquisitions, implementation and maintenance, data management, physical and system security and other related decisions.

Follows all workplace H&S policies and procedures; wears and uses personal protective equipment; ensures deliverance of a clean and safe physical/psychological environment for patients, visitors and staff and reports workplace hazards and concerns.

Supports the Patient and Family Centered Care philosophy and participates in quality improvement, risk management and patient safety activities departmentally and organization-wide. Performs work in accordance with applicable provisions of the Occupational Health and Safety Act and Regulations, professional standards and guidelines, and Perth and Smiths Falls District Hospital corporate and departmental Policies and Procedures.

Responsibilities and Duties Include:

Network and Server Administration
- Review event logs (security, application, systems), firewall activity logs, antivirus logs and caretaker messages and investigate anomalies on a regular and ad-hoc basis.
- Troubleshoot network problems and/or performance issues using appropriate network tools.
- Read security bulletins and apply security patches for all software. Install all relevant service packs and software updates.
- Investigate reported virus infections, track down hoaxes, inform staff of latest threats, make sure network is protected with latest definitions, perform virus scans and sweeps.
- Set up and maintain all user accounts on our Windows Active Directory, firewall server and Internet Mail Server.
- Install, configure and support software on Windows Operating systems and Citrix Virtualization solution.
- Install, configure and support our corporate Internet access solution.
- Setup and train new users on the Citrix system including logon, logoff, account management, printing, web browsing and e-mail usage, random audits on internet activity for compliance with Responsible Use Policy.

Meditech Support

- Write/update procedures relative to the operation in the department.
- Provide support for LAB, MIS, MOX, HIS, NMI and OPS.
- Supervise the Systems Support Specialist in the setup of terminals, PCs, printers and all other operations-related duties.
- Create, update and monitor custom databases and spreadsheets for users.
- Constantly monitor and respond to system messages to ensure patient confidentiality and system integrity.
- Update schedules and procedures in accordance with altered or additional duties or equipment.
- Coordination of upgrade of existing Meditech modules, provide education for staff in the Magic Office module.
- Provide expertise and support in NPR report writing to all departments
- Control the mechanism for labelling of peripheral devices.

Project Management

- Involved in most IT related projects across all departments and with external agencies in many functional roles including initiating, planning, budgeting, executing, controlling, reporting on and closing individual work or that of a team to achieve specific goals and meet specific success criteria.

System Maintenance and Troubleshooting

- Configure, maintain and troubleshoot all hospital computer related equipment as well as perform repairs on any serviceable equipment (e.g. PCs and printers).
- Install, configure, maintain and troubleshoot all Hospital owned operating systems and software
- Liaise with vendor technical support and software support engineers to resolve complex software integration and networking issues.
- Monitor and respond to problems related to the T1 and tele-radiology links between sites.
- Act as back up to Communications Manager relative to PBX (telephone system).
- Provide operational support to other analysts for their respective modules.
- Log all calls for equipment maintenance and troubleshooting on ticketing system and assess problems.
- Follow detailed recovery procedures in the event of an unscheduled computer outage.
- Ensure that procedures are in place and up-to-date in order to maintain, clean and perform minor repairs to hardware.
- Contact systems software personnel when problems with operations and/or systems do occur.

Backups & Archiving of Computer Files; Disaster Recovery Planning

- Establish, in conjunction with the Manager, a comprehensive policy of processes and controls to ensure database and systems security
- Responsible for the establishment, scheduling and maintenance of backup procedures
- Supervise and/or perform daily checks/audits re system backup and procedure for copying to tape from disks daily, weekly and monthly on all servers.
- Follow recovery routine procedures in utilities program by restoring data from backup tapes.
- Ensures that information technology recovery planning is in place the Organization

Unit Management

- Provide expertise to HIS staff in the setting up of custom menus
- Called on to support/resolve technical/operational issues in all modules where resolution is otherwise not forthcoming.
- Assign/review tasks and task priority for Systems Support Specialist on a daily basis.
- Complete IT related projects for all departments (e.g. Supervise/coordinate computer drop installs).
- Maintain, review, request quotes, and provide recommendations for all service contracts applicable to the HIS department including hardware support agreements and software support agreements.

Committees, Staff Development, Education and Training

Minimum requirements/ qualifications must have:

- Degree or Diploma in Computer Science or Technology
- Microsoft Certification

ASSET:

- Exposure to structured programming techniques
- Good analytical and problem-solving skills
- Good interpersonal and communication capabilities
- Competence with Meditech's software routines and functionality
- LAN/WAN Management including VLANs, switches/routers/firewalls, etc.
- Minimum of 3 years of Windows Operating Experience
- Experience supporting Active Directory and Group Policy and supporting Exchange Server environment
- Experience with virtualization software (e.g. VMware, Microsoft Hyper-V, Citrix)
- Experience supporting Citrix environment and Microsoft Remote Desktop solutions
- Experience implementing and supporting HL7 interfaces

SHIFTS: Days

SALARY: $39.955 – $40.713 – $41.467 – $42.224 – $42.980 – $43.734 – $45.924

How to apply: Please submit a resume and cover letter to HR@psfdh.on.ca.

Be advised that the Perth and Smiths Falls District Hospital has a vaccination policy located on PDMS. Proof of vaccination will be required as a condition of employment, subject to exemptions contained in the policy.

Perth and Smiths Falls District Hospital is an equal opportunity employer committed to meeting needs under the Canadian Charter of Rights and Freedom and the Ontario Human Rights Code. Our recruitment process follows the Accessibility for Ontarians with Disabilities Act in order to provide a fair and equitable process for all candidates. Applicants requiring accommodation through the recruitment/interview process are encouraged to contact the Human Resources Department at 613-283- 2330 ext. 1132 for assistance.

We thank all interested candidates for their response, however, only those chosen for an interview will be contacted.