**Regional Device Consultant, Lumeo- Regional HIS Project**

**Position Number:** 50069127

**Hours of Work:** Temporary Full-Time Position (up to three years), Days

**Salary:** Class 04$62,136 - $74,564 annually

**Union:** Non-Union

**Location:** Remote, with requirement to travel to sites within the region as required.

**PRIMARY FUNCTION**

Under the direction of the Workflow Lead – Devices, the Regional Device Consultant role is to provide device expertise to the Lumeo, Regional Health Information System project team to inform device choices and deployment mechanisms. The Regional Device Consultant duties include inventorying, analyzing, assessing, installing device  hardware to ensure optimal configuration and performance and working with end user populations to identify the best options and configurations. The types of devices would include but not limited to personal computers, laptops, printers, scanners, Vocera, and cell phones.

Within this role the employee is accountable for contributing to the delivery of Lumeo, RHIS project.  As an employee, one must demonstrate an awareness of and be responsible for actively promoting and supporting patient and family centered engagement and care in all we do.

**RESPONSIBILITIES & DUTIES INCLUDE**:

**SME Workflow Series**

Attend and provide expertise in the Lumeo Project workshops as it relates to network and device support including:

- Maintenance of device register, including PCs, integrated medical devices, and peripherals.

- Ibus and Medical Device gateway integration

- Parameter catalogue integration

- Establish connections with peripherals (scanners, printers, PC upgrades

- Maintenance of Content 360 (Scanning - management of the tools/device and configuration for scanning).

724 support includes:

- Maintenance and monitoring of data replication - rely on solution analysts for updates to downtime viewer.

**Advanced Service Delivery**

- Support the team to provide configuration information; recommendations on the best device options, FAQ information for ongoing support and maintenance,

- Cross-train with other technicians to develop skills in other areas

- Seek self-improvement through self-study to improve skills necessary to stay current with technology

- Advise IT management and other IT departments on methods and techniques for minimizing both level 1 and 2 distributed computing support

- Produce written documents such as user instructions and support documentation

*NOTE - The above duties are representative but are not to be construed as all-inclusive.*

**BASIC QUALIFICATIONS**:

- Technical College Diploma (3+ years or accelerated program) OR University Degree in Computer Science/Information Science/Engineering

- 3 years (full time) experience working in a device analyst type role evaluating different device options to meet end user needs.

- Customer service (interaction); communicate clearly and concisely in a logical organized fashion, orally (face to face and using telephone) and in writing using proper grammar, punctuation and spelling (using a keyboard).

- Demonstrated ability to work independently with minimal supervision and in a team environment.

- Highly motivated and proactive individual required

- Demonstrated ability to interact and communicate (written and verbal) effectively and professionally with others.

- Demonstrated good understanding of x86 PC architecture with the ability to diagnose and repair hardware problems.

- Must show proficiency with the current deployed desktop operating system and network connectivity

- Basic knowledge of TCP/IP networking (ping, FTP, Telnet, SMTP, and DNS) and its implementation on the various platforms required.

- Demonstrated advanced troubleshooting skills in complex computing environment

- Knowledge of principles and techniques for a wide variety of microcomputer software applications, including spreadsheets, word processing, presentation graphics, desktop publishing and email/calendar

- Knowledge of computer devices, their functionality and uses and the user population most likely to utilize those devices; including the correct monitor size for the correct function

- Ability to operate a variety of highly technical microcomputer and peripheral equipment

- Learn and support new software and hardware in a demanding, multi-tasking environment

- Read and comprehend microcomputer hardware and software documentation to solve technical problems

- Strong proven leadership, analytical and problem solving skills in a high-tech environment

- Strong facilitation skills, collaboration skills to achieve consensus with a diverse group of stakeholders

- Experience in tracking and managing multiple tasks simultaneously in real-time

- Proven ability to attend work regularly.

- Satisfactory criminal reference check and vulnerable sector search required.

**PHYSICAL REQUIREMENTS:**

The applicant must be able to meet the physical demands of this position.

*We thank all applicants, but only those selected for an interview will be contacted. Kingston Health Sciences Centre is committed to inclusive and accessible employment practices. If you require an accommodation to fully participate in the hiring process, please notify the Human Resources Department.*

**If you are a current KHSC employee and would like to apply, please contact a member of the Recruitment Team to obtain a link to apply as an internal applicant.**