

EMPLOYMENT OPPORTUNITY

Women's College Hospital is the first and only independent, academic, ambulatory care hospital in Ontario with a primary focus on the health of women. If you're ready to be part of the future of healthcare, then you will want to join an institution in which the possibilities for creative innovation, breakthroughs in new thinking and groundbreaking work in academic ambulatory medicine are limitless. Women's College Hospital is committed to patient safety as a key professional value and an essential component of daily practice.

An exciting **Regular Full-Time** opportunity as a **Manager, Technical & Support Services (Competition #38.18)** exists in the Information Management and Information Technology Department.

Reporting to the Director, Information Management and Technology, the Manager, Technical & Support Services' role is to ensure the streamlined operation of the technical and support functions of the IM/IT Department, in alignment with the business objectives of Women's College Hospital. This individual will plan, coordinate, direct, and design IM/IT and telecom-related operational activities of the organization, as well as provide administrative direction and support for daily operational activities of the IM/IT department.

The Manager, Technical & Support Services will work closely with the Director, Information Management and Technology to plan for and maintain a cost effective, high performance, high availability IT infrastructure across the organization. The Manager will manage the IS Help Desk and 2nd level support functions, to ensure that SLAs for technology break/fix activities and supporting business users, is consistently met. In addition, the role will also define and implement IS policies, procedures, and best practices related to technical and computing infrastructure.

Summary of Duties, but not limited to:

Project Management

- Co-ordinate technical aspects of the implementation including Epic technical components and technical infrastructure (systems, network, hardware, etc).
- Be a liaison between the technical team and the application team.
- Ensure that the technical requirements that are necessary to keep the project on track are understood, clearly communicated, and executed on time.
- Maintain close communications with the Project Director regarding project status using project management tools, including status reports, change requests, issue logs and charters.
- Identify, document, track and communicate project related issues and risks and ensures escalation as required to achieve timely decision making.
- Coordinate hardware deployment and maintenance that is needed to support the Epic system (e.g. servers, PCs).

Strategy & Planning

- Support operational and strategic planning related to the IS infrastructure, including fostering innovation, planning projects, and organizing and negotiating the allocation of resources.
- Lead efforts to create and maintain a solid, high performance, high availability architecture for the IS infrastructure.
- Provide clear business-based cost justifications for proposed improvements to the IS infrastructure.

Acquisition & Deployment

- Benchmark, analyze, report on, and make recommendations for the improvement and growth of the IS infrastructure and IS systems.
- Manage financial aspects of the IS infrastructure, including purchasing, budgeting, and budget review.

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- Develop business case justifications and cost/benefit analyses for IS infrastructure (including telecom) spending and initiatives.
- Develop and implement IS policies and procedures for infrastructure architecture, security, disaster recovery, standards, and service provision.
- Develop requests for proposals as required.
- Administer vendor, outsourcer, and consultant contracts and service agreements.

Operational Management

- Provide leadership and supervision to assigned staff.
- Manage the deployment, monitoring, maintenance, development, upgrade, and support of all IS and telecom infrastructure, including the network, servers, PCs, operating systems, hardware, software, and peripherals.
- Oversee provision of end-user services, including help desk and technical support services.
- Define the infrastructure requirements for new business systems implementations (including cost, deployment and integration issues).
- Keep current with the latest technologies.
- Practice asset management for IS hardware, software, and equipment.
- Provide database administrator support as required.
- Establish and maintain regular written and in-person communications with the Director, Information Management and Technology regarding pertinent IS infrastructure activities.

As a role model and champion you will work to identify and integrate safe, best practices into daily activities to foster the delivery of safe and exemplary care.

The responsibilities described above are representative and are not to be construed as all-inclusive.

Qualifications/Skills:

- Minimum 10 years relevant experience in an operational role (with degree) in Computer Science, Computer Engineering or equivalent experience. Master level degree with technology as a core component preferred.
- ITIL Foundation certificate with a minimum of 5 years experienced required. Professional Certifications in relevant areas is an asset – this includes servers, networks, operating systems, ITIL/services management, project management, etc.
- Demonstrated IT employee/organizational leadership skills in an IT infrastructure environment including an ability to lead major change and projects initiatives using technology as an enabling resource.
- IT Infrastructure Experience: Extensive knowledge of IT planning, IT infrastructure operations and services delivery including telecom gained through a minimum of 10 years progressive related experience in a complex multi-stakeholder IT environment. This includes strong technical knowledge of servers, networks, PC operating systems, telecom and associated protocols, standards, security/privacy practices and laws.
- Demonstrated experience in researching IT and telecom issues, developing business cases and RFPs for new solutions, selection and deployment of solutions including project and vendor management. Strong understanding of project management principles will be essential to your success.
- Experience leading an IT service delivery organization including the ability to prioritize multiple, conflicting demands in a time-sensitive high pressure environment. Knowledge and experience with ITIL or any other service management tools or processes is an asset.

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- Solid abilities at mentoring and engaging others, empowering your team and inspiring them to excellence
- Exceptional customer services, relationship management, facilitation and negotiation skills
- Well-developed critical thinking, problem solving, analytical and planning skills coupled with a strong attention to detail and the ability to work collaboratively.
- A commitment to continuous improvement principles including a commitment to excellence and the ability to facilitate innovation and creativity.
- Ability to form effective working relationships and communicate well with all levels including a client orientation and excellent interpersonal, diplomacy and presentation skills.
- Professional behavior and communication that meets the standards of the professional regulatory college or association, as applicable, and the standards of Women's College Hospital
- This position plays a critical role in acting as an advocate for safety and will demonstrate principles, practices and processes that will optimize a safe environment for all

POSTING DATE: February 27, 2018

Please forward resumes via email to HR@wchospital.ca with your name and the competition number in the subject line. (Example: Jane Smith, 1.16)

We thank you for your interest, however, only qualified applicants who are selected to be interviewed will be contacted.

Women's College Hospital is a fully affiliated teaching hospital of the University of Toronto and is committed to fairness and equity in employment and our recruitment and selection practices. We encourage applications from Aboriginal 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 Hospital community. Accommodation will be provided in all parts of the hiring process as required under our Access for People with Disabilities policy. Applicants need to make their requirements known in advance.