

# 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 an **Application Coordinator (Competition #168.17)** exists in the Information Management/Information Technology. The Application Coordinator is the primary point contact for the assigned application and serves as a bridge between end users and the technical team. In this role the Application Coordinator is required to gain an in-depth knowledge of the assigned application and is responsible for developing specifications for how the application should be configured to support organizational workflows, while providing ongoing application support following implementation. This role coordinates the resolution of all issues that arise during implementation of their assigned application and must develop an in-depth understanding of related organizational policies, procedures, and business operations. Reporting to the Application Manager, the Application Coordinator will gain an in-depth knowledge of the software by attending vendor training and completing Epic certification for their assigned application.

## **Summary of Duties, but not limited to:**

### **Workflow Analysis and Application Specification**

- Develop an in-depth understanding of the assigned application.
- Work with end users to understand, document and analyze business workflows relevant to assigned application.
- Lead and provide direction in documenting outcomes from workflow validation sessions.
- Analyze functionality of assigned application to determine how it should be used to best meet the needs of the end user.
- Document specifications for system changes based on the business requirements of the end user.
- Coordinate resolution of application issues related to configuration using appropriate escalation paths.
- Troubleshoot problems and questions from end users.
- Work with business areas to understand points of integration (e.g. accounting, health records).
- Prioritize and implement requested changes to the system.
- Work with trainers to support development of a training and change management plan and materials.
- Support full system testing; go-live planning and post-implementation support for users and trainers.
- Ensure all project work aligns with existing corporate systems and standards.
- Develop and write test plans with expected results for detailed standalone and integrated
- Coordinate, manage, perform and sign-off all testing activities
- Attend regular project status meetings as required.

### **Project Coordination and Reporting**

- Maintain current and detailed documentation related to all assigned tasks for due diligence purposes.
- Develop regular status reports as required to ensure on time completion of assigned tasks.
- Identify, track and communicate key issues regarding assigned application and escalate as necessary through established processes.
- Maintain current and detailed documentation of all change requests and related decisions related to assigned application for due diligence purposes.

## Report Development

- Establish end user reporting requirements.
- Establish process to track, evaluate and prioritize report development requests.
- Identify standard reporting tools and templates and develop process for authorizing the creation of new templates.
- Analyze, provide specifications for, and write individual reports as required.
- Develop required reports, homepages or dashboards using available tools as required.

## Application Support

- Maintain a current understanding of organizational practices and related industry rules and regulations.
- Develop and document internal procedures related to assigned application.
- Track user issues and related information to support evaluation of potential system enhancement needs.
- Review and test each new release to coordinate enhancements as required.
- Maintain rules for how each new version is released.
- Establish change control processes and procedures for the system.
- Performs system maintenance as required.

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:

- Completion of an undergraduate Degree in Health Informatics or related field.
- At least 3 years' experience in a directly related field preferred.
- Ability to travel to the United States to complete training, required
- Proficiency in MS Office, MS Visio, and MS Project.
- Strong ability with system analysis and design.
- Strong problem solving and resolution skills.
- Strong background in customer service.
- Strong organizational skills and the ability to oversee several projects with competing priorities.
- Strong ability to produce high quality reports and meet deadlines.
- Strong initiative and self-managing skills.
- Strong interpersonal skills in order to interact with individuals in a wide range of situations.
- Strong verbal and written communication skills.
- Strong critical thinking, judgement and analysis.
- 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

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**POSTING DATE: August 17, 2017**

**Please forward resumes via email to [HR@wchospital.ca](mailto: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.*