

# EMPLOYMENT OPPORTUNITY

An exciting **Regular Full-Time** opportunity as a **Systems Administrator – Business (Competition #124.19)** exists in the Information Management and Technology Department, reporting to the Manager, Technical & Support Services.

The Systems Administrator – Business will be responsible for implementing and providing operational support of all corporate applications, monitoring technical components and maintaining the highest quality of service delivery.

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

### **Information Technology**

- Provide technical support (Level 2 & 3) to Women's College Hospital staff for various technologies including applications, workstations, devices, servers, file shares, emails, etc.
- Install, configure, upgrade and support of IT systems (applications, databases, servers, security, user access, etc.) including the corporate applications: Cherwell Ticketing System, Health Revenue Cycle Management (HRCM), Questica, RL6 Incident Reporting, SAP, Ceridian Dayforce Timesheet, Imprivata Single Sign On, Microsoft Sharepoint and other applications
- Proactively monitor, identify and respond to system/service performance, failures and problems
- Investigate issue(s), escalate to appropriate SME as required and rapidly return to service, with root cause analysis following major incidents, to reduce user impact and ensure business continuity
- Monitor tickets for potential SLA breaches, prioritize accordingly and ensure SLA targets are met
- Configure and troubleshoot integrated third party software and peripherals, including front-end voice recognition, faxing, scanning and other clinical systems/devices
- Create, manage and configure devices, print queues, user and group accounts and regularly perform tasks to manage access and maintain security
- Manage, configure and support Microsoft Office 365 suite of applications, Windows Server operating system, IIS, Active Directory, Exchange and Domain Controllers
- Deploy and apply applications/patches for workstations/servers using automated process (e.g. SCCM)
- Automate tasks and activities by scripting and programming (e.g. PowerShell, Visual Basic, Korn shell)
- Act as an escalation point within our ITIL process (Incident, problem, change, release and capacity)
- Document business requirements, technical architecture, application functional specifications and technical documentation: inventory, processes, procedures, security operations etc.
- Provide technical guidance and leadership for any change management activities
- Generate reports, analyze logs, spot trends and capture key metrics from end-users to servers
- Maintain a knowledge base for all known issues, problems, workarounds and resolutions
- Install and maintain administrative, monitoring, security and auditing tools
- Work closely with customers (physicians, nurses, pharmacists, facilities, admin staff, etc.) and fellow tech team members to provide end-user and server support
- Coordinate and participate in requests for change, testing and planned technical activities
- Provide support for new initiatives and maintaining systems to enhance patient care, increase operational efficiency, and ensure regulatory compliance
- On-call support outside of office hours on a rotational basis

### **Business Systems Technical Support**

- Monitor and manage all non-clinical (business) IT systems including ancillary systems (Biscom Faxcom, HRCM, Questica, Avaya applications, etc.)
- Configure and deploy telephones, cellphones, tablets, pagers and mobile device management solutions
- Perform troubleshooting of client business systems, including tools and IT solutions needed for non-

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clinical departments (Finance, HR, IT, Privacy, Health Records, Facilities, etc.)

- Regularly maintain and support integrated technologies (applications, systems and servers)
- Monitor network and web server activity for security breaches using intrusion detection techniques
- Troubleshoot wired/wireless connectivity and provide timely escalations to network team, as necessary
- Coordinate delivery of telecommunication services including eFax, long distance codes, conference codes and voice/data plans for staff travel
- Provide reporting to management on long-distance calls, cellular usage and call center management
- Perform other related duties as assigned

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:

- University degree in Information Technology, Computer Science or related field
- A minimum of 3 years experience with HRCM, Questica, Ceridian, RL6 and other business applications is considered an asset
- Microsoft Certifications: MCSA, MCSE, Microsoft Azure, Office365
- A minimum of 5 years IT related work experience, preferably within the healthcare sector
- A minimum of 3 years experience with Windows Servers (Active Directory, Group Policy, etc.)
- A minimum of 2 years PowerShell, etc.)
- In-depth knowledge of virtualization technology and virtual desktop infrastructure (VMWare preferred)
- Experience with System Center Configuration Management
- Experience with monitoring tools (Solarwinds, SCOM, etc.)
- Proficiency in Microsoft Office 365, Office, Outlook
- Strong problem solving and resolution skills
- Strong scripting and programming skills (PowerShell preferred)
- 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 – ability to manage tasks through to completion on time
- Strong ability to recommend technical solutions that meet the requirements of WCH staff and patients
- 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
- Working knowledge of IT security best practices
- Shows a passion for new technologies and an interest in optimization of the client desktop experience
- 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: May 24, 2019**

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, 124.19)



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**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 Indigenous 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.*