



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	IT SUPPORT ANALYST
<b>DEPARTMENT:</b>	INFORMATION TECHNOLOGY
<b>CLASSIFICATION:</b>	
<b>UNION:</b>	NON-UNION

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## REPORTING RELATIONSHIPS

<b>POSITION REPORTS TO:</b>	REGIONAL COORDINATOR OF IT SUPPORT
<b>POSITIONS SUPERVISED:</b>	NOT APPLICABLE

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## POSITION SUMMARY

Reporting to the Regional Coordinator of IT Support, the IT Support Analyst is a technical level position that analyzes Interlake-Eastern RHA account request information needs and plans, and provides for, and maintains information systems to support those needs. It also serves as a support system to the Information Technology Technicians and desktop computing. The IT Support Analyst provides expertise and experience in the planning, training, implementation, communication, maintenance and evaluation of existing or new functionality.

This individual will be involved with on-going process improvement and provides level 2/3 helpdesk support, with a focus on quality and best practices.

The position of IT Support Analyst functions in a manner consistent with, and supports the mission, vision and values of the Interlake-Eastern Regional Health Authority.

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## ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

- Involved in contributing to the Information Technology Department purpose and objectives in accordance with the IERHA's mission, vision, policies and procedures.

- Monitor system activities, identifies issues, resolves problems, and appropriately escalates issues to manager.
- Responsible for the maintenance and completion of Interlake-Eastern RHA account requests and provincial clinical systems, including requests for equipment and telecom devices.
- Responsible for maintaining optimum communication and liaison with the provincial account supports, application support staff, and the users of the Interlake-Eastern RHA systems
- Assists in installs, configuration, upgrades, troubleshooting, repairs and maintaining desktop computer workstations and peripherals; tests hardware for proper operation.
- Maintains records, and processes for special software licensing.
- Maintains records, and processes for loaner equipment, including arrangements for end user equipment pickup / return scheduling and initial training.
- Assists in maintaining asset inventory of computers, printers and other equipment.
- Participates in the ongoing development and maintenance of IT education resources for peers and staff, building a document library within IT and the Interlake-Eastern RHA Intranet.
- Maintains current knowledge of the field including learning new and existing software, applications and hardware, as required.
- Acts as the program liaison with other programs and services as required, with other team members.
- Collaborates with the Regional Coordinator of IT Support in regular performance reviews and the establishment of a personal professional development program.
- Undertakes organizational development activities as required.
- Pursuant to the Regional Health Authority Act, Interlake- Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

**OTHER:**

- Performs other duties as assigned.
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**QUALIFICATIONS**

**EDUCATION/CERTIFICATION:**

- A minimum of two (2) years post-secondary education in an Information Technology related field and or degree, diploma or certificate in Information Technology or a combination of education and experience.

**REQUIRED KNOWLEDGE:**

- Good working knowledge of computer software, hardware and networks.
- Experience in maintaining business applications and software.

**EXPERIENCE REQUIRED:**

- Three (3) or more years of related experience working in an IT support role preferred.

**SKILLS/COMPETENCIES:**

- Demonstrated ability to function effectively as a member of a team.

- Demonstrated effective communication skills, both verbal and written, with individuals and groups.
  - Demonstrated ability to adapt and apply knowledge/skills in a variety of environments across a variety of electronic systems and applications.
  - Evidence of ongoing professional development.
  - Demonstrated ability to work and make decisions both independently and interdependently.
  - Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
  - Proficiency of both official languages is essential for target and designated bilingual positions.
  - Completes and maintains a satisfactory pre-employment security check.
  - Satisfactory employment record.
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#### **WORK CONDITIONS**

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
  - May be required to travel throughout the region as duties may require.
  - No hazardous or significantly unpleasant conditions.
  - All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.
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#### **WORKPLACE SAFETY AND HEALTH**

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

#### **PATIENT SAFETY**

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follows all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.

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Created: \_\_\_\_\_  
Date

Revised: \_\_\_\_\_  
August 2018  
Date

Approved by: \_\_\_\_\_  
Regional Manager/ Supervisor \_\_\_\_\_  
Date

Approved by: \_\_\_\_\_  
Vice President/ CEO \_\_\_\_\_  
Date

Reviewed by: \_\_\_\_\_  
Vice President, Human Resources \_\_\_\_\_  
Date

*Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*