



Simcoe Muskoka District Health Unit  
**POSITION DESCRIPTION**

<b>POSITION TITLE:</b> Systems Coordinator	<b>POSITION NUMBER:</b>
<b>DEPARTMENT:</b> Corporate Services	<b>PROGRAM AREA:</b> Finance & Corporate Operations
<b>REPORTS TO:</b> Manager, Finance & Corporate Operations	<b>REVIEW DATE:</b>
<b>PURPOSE OF POSITION:</b> To provide guidance and act as a resource to the health unit in maintaining, documenting, and improving health unit software solutions. This involves administering systems, implementing enhancements, troubleshooting of issues that arise in these systems and any integration impacts between systems, as well as preparing documentation in support of agency staff.  Responsibilities include ensuring health unit systems are current and efficient; testing, training and ongoing support; maintaining, monitoring, configuring, supporting and administering systems; providing leadership for projects and ensuring the effective operation of systems; preparing procedural and instructional material for users. The position requires a thorough understanding of interest holders, trends, issues, an ability to work well with groups of people, and a clear understanding of client and business needs.	
<b>POSITION SKILLS &amp; COMPETENCIES REQUIRED:</b>	
<b>Education:</b> Three-year College Diploma in Information Technology/Telecommunications, Business Administration or a related field. Certification in Dynamics 365 is an asset.  <b>Related experience:</b> 3-5 years relevant experience including the analysis of system and business needs in relation to technology; technical writing; and project management.  <b>Specific knowledge, skills, abilities:</b> <ul style="list-style-type: none"> <li>• Advanced knowledge and demonstrated experience with Dynamics 365. Intermediate knowledge and demonstrated experience with MySparkrock, Info HR, UKG, Avaya or Nfocus systems are an asset.</li> <li>• Intermediate written communications skills and demonstrated experience in writing procedural and training documents.</li> <li>• Intermediate knowledge and demonstrated experience analyzing business requirements, researching best practices, and implementing systems to address business needs.</li> <li>• Intermediate organizational skills and the ability to set priorities and manage conflicting demands.</li> <li>• Intermediate problem solving and analytical skills in relation to Information Technology and telecommunications systems.</li> <li>• Intermediate organization skills, attention to detail, and commitment to excellence.</li> <li>• Intermediate oral communications skills and demonstrated experience in presenting technical concepts and information to individuals and groups for the purpose of training.</li> <li>• Intermediate project planning skills and demonstrated experience in the development of project goals and objectives, working plan and timelines and well as coordination of efforts to implement project plans.</li> <li>• Intermediate computer software skills in MS Office.</li> <li>• Intermediate facilitation skills for the purpose of problem solving and priority setting among a small team.</li> <li>• Valid driver's license and reliable vehicle or the ability to travel in a timely and efficient manner to locations.</li> </ul>	

**KEY AREAS OF RESPONSIBILITY (ACCOUNTABILITY):**

**System Administration**

- Ensures Corporate Services systems are configured in a way that is current, efficient, and aligned with agency policy.
- Monitors, facilitates, and ensures the resolution of issues raised by agency staff via the HelpDesk system, email, or other correspondence.
- Monitors, facilitates, and ensures resolution of tickets raised with software solution providers.

**Provide Project Management and Coordination**

- Utilizes project management disciplines including ensuring establishment of objective & detailed business requirements, definition of interim and end-state deliverables, milestone, target dates, management of interdependencies, and other associated tasks as necessary.

**Prepare Process & Technical Documentation**

- Develop instruction guides, draft procedures, and other documents in support of organizational systems
- Ensure existing materials are current
- Ensure materials are available and accessible on agency platforms
- Supports Technical Audit collection of documents

**Training**

- Prepare and deliver training to individuals and groups to support effective usage of systems.

**Provide Requirements Analysis**

- Identifies, tests, and implements new technologies to improve service and enhance value for organization.

**Contribute to team and agency effectiveness**

- Works collaboratively as a member of the team; actively works to foster positive team functioning.
- Demonstrates commitment to, and functions in a way that is consistent with, the agency mission, vision, values and strategic directions.
- Promotes the goals of Public Health and the position of the agency on issues within the community and health care system as a whole.
- Respects and ensures confidentiality in all work performed on behalf of the agency.
- Demonstrates a strong customer service focus in dealing both internally and externally.
- Participates on agency-related committees and provides leadership as required.
- Understands the need to become redeployed and/or reassigned as part of the public health response to an emergency or natural disaster.

Management has the right to change position requirements from time to time as Agency conditions dictate.

*This position description is an overview of the general requirements normally associated with the position; therefore, it is not inclusive of all of the duties and responsibilities required or associated with this position. Accordingly, management reserves the right to add/change the position requirements from time to time as Agency conditions dictate.*

**CONTACTS & COMMUNICATION:**

**Internal:** Program staff, Department Program Assistants, Administrative Coordinators, Program Managers

**External:** Software Vendors

**RESPONSIBILITY FOR RESOURCES:**

**Staff:** N/A

**Financial:** N/A

**Information:** Access to confidential information stored within agency software systems, such as financial, employee and payroll information

**Materials & Equipment:** Ensures compliance with software licensing; troubleshooting and support for effective use of systems across the organization

**EFFORT REQUIRED:**

**Mental:**

- Considerable analytical work e.g., designing systems, troubleshooting problems, designing solutions to customer requests
- Requirements to resolve conflict which may emerge in relation to systems not working properly
- Considerable attention to detail/audio concentration for meeting with management & staff, facilitating staff training
- Considerable attention to detail/visual concentration for trouble shooting and testing

**Physical:**

- Limited lifting (up to 20lbs)
- Limited confined sitting at workstation

**WORKING CONDITIONS SPECIFIC TO POSITION:**

- Standard office environment.
- Moderate travel is required to branch offices.
- Limited overtime is required to meet work demands.

I have read the Position Description and understand the duties and responsibilities as assigned.

**EMPLOYEE'S SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**MANAGER'S SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

***Position Approvals:***

**VICE PRESIDENT'S SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

Vice-President, Corporate Services

**MOH/CEO SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**POSITION HISTORY:**