Job Posting

JOB TITLE:	Decision Support Lead
REPORTS TO:	Manager of Decision Support, Information Technology and Systems
JOBS REPORTING:	None
DIVISION / DEPARTMENT:	System Information, eHealth, Management and Technology
LOCATION:	North West LHIN, Thunder Bay, Ontario

POSITION SUMMARY

This position reports directly to the Manager of Decision Support (DS), Information Technology (IT) and Information Systems (IS). The Decision Support Lead will plan and coordinate the implementation of information technology and decision support solutions both within the organization and to regional health service providers as required. In addition, the position is responsible for collecting, consolidating, benchmarking and disseminating information as well as proactive analysis to support decision-making within the North West LHIN. The Decision Support Lead will collaborate with IT/IS services on projects in the capacity of supporting information management activities to ensure they align to current and future decision support needs.

MAJOR RESPONSIBILITIES

1. Provide decision support subject matter expertise, leadership and direction to the Manager of DS, IT and IS.
2. Adhering to North West LHIN project management best practices, leads and oversees the planning, implementation and adoption of new information technology and/or decision support solutions.
3. Leads initiatives to assess, plan, implement and develop information systems and/or decision support activities and services ensuring high quality standards and outstanding client service.
4. Assists North West LHIN staff with the identification, documentation and prioritization of their requirements for statistical reporting and information management needs.
5. Ensures, maintains and monitors compliance with reporting standards and data collection mythologies to meet internal and support the external needs of the organization.
6. Participates in quality assurance by supporting the development and production of statistics and analysis to support quality improvement throughout the organization.
7. Develops and maintains knowledge in internal/external data repositories and identifies gaps in data availability and assists in the development of processes and solutions to close the gaps.

8. Develops reports from data applications (e.g. CHRIS, PCCP) as required using tools such as SQL, Crystal Reports, SSRS and other reporting tools.
9. Ensure department policies and procedures are adhered to through ongoing monitoring of the daily operation of information systems.
10. Develop and provide staff training in all areas of information technology.
11. Participate in the development of Information Systems policies and procedures that support staff and performance management and accountability.
12. Perform regular security risk assessments for all information systems and reports to Manager to collaboratively ensure that appropriate actions take place to eliminate or reduce the risk.
13. Develops, implements and monitors all organization-wide performance and accountability activities.
14. Identify and recommend opportunities for improving business processes.
15. Keep up with trends in the constantly evolving information technology industry.
16. Other duties as assigned.

KNOWLEDGE

- Knowledge of Windows/Active Directory/Exchange systems
- Comprehensive knowledge of Microsoft Operating Systems, Microsoft Office, Microsoft Outlook and relational databases
- Working knowledge of project management
- Telecommunication Systems
- Local Area Networks and Wide Area Networks
- Application development languages and reporting writers such as Visual Basic, SQL and Crystal Reports

EXPERIENCE

- Minimum of five (5) years field experience in supporting a Microsoft based information technology environment.
- Demonstrated experience with application development and report writing.
- Experience with arranging and conducting training sessions
- Ability to manage multiple tasks within tight timelines
- Experience working in a team environment demonstrating excellent interpersonal skills and client service.
- Excellent problem solving, critical thinking, organizational and time management skills.
- Ability to interact with people from all disciplines with all levels of experience.
- French language is an asset

EDUCATION

- Computer Science Degree, Computer Programmer/Analyst diploma or equivalent
- ITIL Foundations certification
- MCSE certification or eligibility

NATURE AND SCOPE:

- **Interpersonal Contacts:**
  - Internally: models exemplary interpersonal and communication skills with employees across the organization to lead and coordinate decision support functions.
  - Externally: proven ability to communicate with senior leaders, clinicians, health service providers to obtain and exchange information as required by the Ministry, LHIN reporting requirements and gains consensus and agreement to achieve LHIN Strategic goals and priorities.
- **Level of Responsibility:** Responsible and accountable to support the Manager of IT/IS Director of System Information, eHealth, Management and Technology and the Vice President Corporate Services, the CEO and the Board for system transformation. Decisions and actions have the potential to significantly impact the LHIN organization and the delivery of health care services in the Northwest.
- **Decision-Making Authority:** The position provides recommendations and works closely with the Manager of Decision Support, Information Technology and Information Systems in the development and implementation of community consultation methods and processes as well as identifying key decisions related to priority setting and health planning and integration. The position supports appropriate planning methodologies.
- **Physical and Sensory Demands:** Minimal demands typical of a support position operating within an office environment.
- **Working Environment:** Minimal exposure to disagreeable conditions associated within an office environment. Travel may be required within Ontario, specifically Northwestern Ontario. Occasional weekend work. Periodic administrative relief/coverage for others in the department.

POSTING DATE:	October 1, 2018
CLOSING DATE:	October 15 at 4:30 p.m.
COMPETITION NUMBER:	NW18-67
VACANCY:	One Full Time (1.0 FTE) Position

Interested candidates are asked to submit their application by email, quoting competition number, to:

Human Resources, North West Local Health Integration Network

Email: nwlhin.hr@lhins.on.ca | Fax: (807) 344-5639

The LHIN is an equal opportunities employer and welcomes applications from all suitable qualified persons. We thank all candidates for their interest, however, only those selected for an interview will be contacted. Individuals with a disability requiring accommodation during the application and/or the interview process should advise the recruitment contact so arrangements can be made.