

December 2020

Position Description: IT and Technical Support Analyst

The Health Data Coalition is seeking qualified candidates for the new position of **IT and Technical Support Analyst** to support enrolment and use of our web application HDC Discover, including training, documentation, remote support services and hands-on technical support. User groups include physicians, primary care office staff, and quality improvement coaches across British Columbia.

The **IT and Technical Support Analyst** will:

- Work closely with internal and external team members across the continuum of technical, non-technical, clinical and administrative users and partners
- Have responsibility for technical support of HDC Discover enrolment and usage
- Assist with ensuring the user support process is continuously improved
- Support HDC staff with use of company hardware and software as needed, in conjunction with a managed service provider

As a member of our small organization, this position will play a key role as an ambassador for the reputation of the Health Data Coalition in daily interactions with physicians, vendors, partner organizations, researchers, government, post-secondary organizations and data contributors to the Health Data Coalition network.

Responsibilities

This position reports to the Technical Support Lead and will work directly with all members of the HDC Team, and our technical contractors.

1. **Provide user support for the HDC Application**
 - Provide effective technical support for the HDC.

- Provide the first point of contact for users and support teams to resolve technical issues in a timely and supportive way: including application navigation, user administration support, data quality issues, escalating to business leads (IT and Technical Support Lead, Clinical Services team, Clinical Informatics Lead or Product Director) and the technical team as appropriate.
- Document support questions and issues that arise, and their resolution, to build the general knowledge base related to the application, and update HDC application documentation and training materials as needed based on solutions found.
- Develop awareness of the various EMR vendors' software fundamentals to be able to assist in troubleshooting data, measure and concept mapping between the EMRs and the HDC application.
- Report weekly on technical support requests and actions taken. Meet targets for response times and resolution.

2. Coordinate endpoint deployment

- Support the Clinical Services team in their enrolment of physicians, other health care professionals, and their office staff in the HDC web application.
- Deploy, install and/or support installation of hardware endpoints, and troubleshoot hardware or virtual machines that enable successful registration and secure data transmission between the participating clinics and the *HDC Discover* web application.
- Train end users in trouble shooting and problem resolution.
- Liaise closely with the HDC technical team to ensure timely and coordinated ordering, deployment and management of virtual and physical endpoints in physician practices.

3. Support training and learning to promote application use

- Engage and refer users to supports provided within the HDC application and with partner organizations such as the Physician Support Program (PSP) to support continuous learning and improvement.
- Participate in enrolments and provide support and training to physicians and MOAs, and practice coaches as required.
- Participate in the development of HDC application training materials for various audiences and for users of all types (e.g., physicians, office staff, PSP regional teams, other partner users).

4. Support ongoing improvements to the application:

- Propose improvements to the application to enhance the user experience.
- Responsible for end-user documentation for the HDC application:
 - developing help files, user tips/tools/manuals, videos, etc.
 - maintaining their currency as new features and functions are implemented.
- Working with the HDC Product Director, IT and Technical Support Lead, Clinical Informatics Lead, Director of Clinical Services, and Clinical Services team, capture feedback from the field related to HDC application issues and enhancement requests that arise from the HDC Discover user community, contributing them to the requirements gathering process for consideration for implementation.

5. Proactively foster an organizational culture that is respectful, service-oriented, calm, and well organized.

- Share information in a timely, consultative manner within the team and with external partners.
- Enact principles of appreciate inquiry to define and propose improvements to teamwork and organization of information.
- Consciously enact high standards of service in relationships with end users and colleagues.
- Propose and support the use of tools for the sharing of information to support teamwork and reporting across the organization

Competencies and skills

Teamwork

- Working cooperatively with others to complete work assignments
- Acknowledging team membership and role
- Establishing productive relationships
- Identifying with the team and its goals
- Resolving conflicts

Planning and Organizing

- Planning and prioritizing work to manage time effectively and accomplish assigned tasks
- Managing projects; planning, prioritizing, sequencing, and administering work
- Advanced problem-solving skills, able to suggest and enact improvements to systems and processes

- Allocating resources

Results focus

- Sets goals, consults on tactics
- Takes responsibility to achieve results

Problem Solving and Decision Making

- Identifying the problem
- Locating, gathering, and organizing relevant information
- Generating alternatives, generating, and evaluating solutions
- Implementing and assessing solutions

Working with Tools and Technology

- Document tools and processes and how they are used in the organization
- Keeping current: understand existing and emerging technologies in EMR software, best practices for data quality, integration of different systems
- Learning: Seek out and continue learning about new and emerging

Listening, communicating, and persuading

- Using listening skills to gather information and understand situations
- Communicating effectively to different audiences, virtually and in person
- Able to redirect conversations to focus on solutions
- Able to engage, explain and reach agreement on objectives
- Managing communications effectively within a geographically dispersed team

Innovative Thinking

- Find new ways to add value to the efforts of a team and organization
- Reframe problems in a different light to find fresh approaches
- Nimble and oriented toward continuous personal improvement
- Entertain wide-ranging possibilities to develop useful solutions
- Develop innovative methods of obtaining or using resources
- Demonstrate innovative thinking by using existing technology in new ways

Systems Thinking and Adaptability

- Understand the pieces of a system and be able to articulate a “big picture” view
- Seek out and value diverse perspectives from other fields and roles
- Articulate feedback and incorporate it into design
- Operate effectively in contexts with different business practices, cultural dynamics and practices