UNION JOB DESCRIPTION

JD4595

JOB TITLE:	Business Integration and Application Analyst - Application Peripherals Testing Assessment (APTA)	**JOB DESCRIPTION NO.:**	4595
CLASSIFICATION:	Computer Technical Support II ; Programmer/Systems Analyst II	**GRID/PAY LEVEL:**	F MB32
COLLECTIVE AGREEMENT:	Facilities Subsector	**HSCIS NO.:**	10515; 10511
UNION:	HEU	**JOB/CLASS CODE:**	40675
PROGRAM/DEPARTMENT:	Information Management/Information Technology - Device Services	**BENCHMARKS (If Applicable):**	10515; 10511
REPORTING TO:	Manager or designate		
FACILITY/SITE:	VIHA SI: Royal Jubilee Hospital		

JOB SUMMARY:

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health), patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Manager, Device Logistics & Acquisitions or designate, the Business Integration and Application Analyst (APTA) is responsible for supporting Island Health's strategic and clinical objectives by focusing on integrating the provincial image and initiatives including approved software applications into the Island Health environment. This role will work closely with subject matter experts while coordinating activities across Island Health's IM/IT divisions primarily including application processing and support. Through the application of business knowledge, and the analysis of current/future state processes, this position will be responsible for ensuring that approved applications are processed while conducting product and version rationalization where appropriate to support the business and clinical end-users in delivering patient-centric healthcare.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Reviews business processes, analysis and definition of application requirements.

2. Acts as the interface between users and technical service delivery units (both external and internal), ensuring through follow-up that inter-organizational issues are effectively managed and emerging operational difficulties are resolved or escalated, in order to provide the best, most seamless services to end users.

3. Monitors the ticket tool(s) to ensure requests are reviewed, validated and actioned.

4. As directed by the Manager, maintains the APTA test lab User Acceptance Testing schedule and coordinates with Island Health users for testing sessions.

5. Completes coding, configurations, required modifications, documentation and tests software installation packages and peripherals in APTA test lab.

6. Coordinates, monitors, ensures completion of compatibility testing of applications, software and peripherals across local or provincial operating system image(s).

7. Works with other IMIT staff, line of business owners, and the Project Delivery Office to ensure new software requests flow through the APTA work stream and appropriate vendor(s).

8. Researches and evaluates applicability of new technologies and services; tests or assists in proof of concept, testing/piloting and deployment when implementing in clinical context; coordinates end user proof of concept testing by setting up the installation and support metric, collects and provides feedback on solutions, deficiencies or requirements.

9. Develops technical support processes or procedures and/or prepares test plans in support of APTA business process redesign and the local or provincial image.

10. Identifies emerging new and changing needs of business and clinical users, and collaborates as required to ensure approved applications meet client needs.

11. Consults with support personnel, contracted providers, PHSA and Island Health departments to resolve operational problems and coordinates activities between these organizations to resolve delivery or support conflicts. Takes immediate action as required on critical issues.

12. Provides assistance to other IMIT teams in trouble-shooting and remediating software issues in the end user computing environments.

13. Prepares instructional or training material as required to orient users in the use of the hardware/software.

14. Utilizes existing IMIT standard tools (e.g. Vendor supported Service Desk and Delivery Teams) to coordinate and facilitate software installation requests.

15. Leverages assistance from the Device Engineering and Service Innovation team to ensure developed solutions reflect overall departmental strategy.

16. Analyses and understands the data model for business and clinical application strategies to better develop standardized software environment; develops and reviews APTA process manuals and knowledge management database.

17. Documents image change requests through the vendor's change request and management process to meet application and client requirements

18. Uses desktop management tools and reports to provide support for license management tracking for software titles.

19. Conducts application analysis on a variety of applications for distribution across Island Health's network.

20. Reviews and adheres to applicable departmental Policies and Procedures.

21. Attends Departmental (and Project) meetings, as required.

22. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

Graduation from a recognized degree or diploma program in Computer Science, plus three (3) years' recent related experience or an equivalent combination of education, training and experience.

Skills And Abilities

- Ability to communicate effectively both verbally and in writing.
- Ability to deal with others effectively.
- Physical ability to carry out the duties of the position.
- Ability to organize work.
- Ability to operate related equipment.