Epic User and Security Technical Specialist, Information Services

Company Biography:

Across our three hospitals and eight satellite sites, Scarborough Health Network (SHN) is shaping the future of care. Our many programs and services are designed around the needs of one of Canada's most vibrant and diverse communities. We are home to North America's largest nephrology program, as well as the designated cardiac care and spine centre for Scarborough and surrounding communities to the east. We are proud to be a community-affiliated teaching site for the University of Toronto and partner with a number of other universities and colleges, helping to train the next generation of health care professionals. Learn more at shn.ca.

FOR EXTERNAL APPLICANTS ONLY: *As a condition of employment, you are required to submit proof of COVID-19 vaccination to the Hospital's Workplace Health and Safety department.*

Position Overview:

The User and Security Analyst is responsible for the access provisioning and management of accounts used in the Epic system.

Company Vacancy/Request for Transfer:

The completion of this online form serves as your application and will be used to determine if you meet the requirements of this position. Please ensure that you have provided all pertinent information necessary to be considered for this vacancy by the close date.

Responsibilities:

- Acting as the primary support contact for the application's end-users
- Identifying issues that arise in their application area as well as issues that impact other application teams, and working to resolve them
- Develop user account data extracts, data transforms, and validation of data imports.
- Execute access control audit reports and flag inappropriate access
- Serving as a liaison between end users' workflow needs and Epic implementation staff
- Developing an understanding of operational needs to set the direction for the organization's workflows by attending site visits and other integrated sessions
- Participating in training and working with end users
- Troubleshooting problems and questions
- Ensure access requests align with standard processes controls and approval levels.
- Assisting with user support and troubleshooting access issues.

Requirements:

- Experience working with Epic® (Preferred)
- Diploma or degree in computer related field (Required)
- Minimum of two (2) years' experience in IT access management (Required)
- Customer facing experience dealing with 1st and 2nd level IT support in a healthcare setting
- Critical thinking and problem solving skills, able to logically examine a problem and determine the route cause and course of action
- Take ownership over own work and have initiative to recognize tasks that need to be completed
- Strong interpersonal skills and the ability to communicate information clearly and concisely with project leadership and stakeholders
- The ability to work collaboratively and effectively with internal and external stakeholders
- The ability and willingness to learn new software, systems and processes
- Highly reliable, able to persevere in difficult situations, overcome obstacles and work under time pressures
- Demonstrates a commitment to customer service when dealing with patients, colleagues and volunteers and other members of the community and public with integrity, empathy and professionalism
- Demonstrates values consistent with SHN's Code of Conduct and is committed to fostering a healthy and positive work environment in accordance with Health & Safety policy and legislation.
- Demonstrates an understanding of and commitment to SHN's comprehensive safety programs and practices including staff safety, patient safety, and environmental safety and participates in regular in-service education in this area.
- Demonstrates excellent work performance and attendance record

Accommodation Statement:

Scarborough Health Network (SHN) embraces and celebrates our community's unique multicultural heritage and diversity. SHN is an equal opportunity employer, dedicated to a culture of inclusiveness and diversity reflecting our diverse patients, staff and community alike. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs.

SUBMIT APPLICATION AND RESUME TO:	Human Resources Job Application Box
	E-mail: hr@hhhs.ca
	Fax: 705-457-4609
DEADLINE:	**April 19, 2022 @ 1600 Hrs**