

**The Royal Ottawa Health Care Group**

**EMPLOYMENT OPPORTUNITY  
ROM19-294**

**Notice of non-union position vacant**

**Date Posted:**                      **October 1<sup>st</sup>, 2019**

**Position:**                        **Manager, Applications**  
                                             **Regular Full Time (1.0 FTE) Days**

**Program:**                        **Information Technology**

**Location:**                       **The Royal Ottawa Mental Health Centre**

**Purpose:**

Reporting to the Director, IT, the Applications Manager's primary focus is managing the implementation, development, maintenance, and operational support of IT applications at The Royal. This position combines managerial responsibilities with in-depth technical expertise. The manager is responsible for appropriate staffing, staff management, performance management, and continuous service improvement. The Applications Manager will also be an active member of existing partnerships with other mental health facilities as well as regional organizations.

**Duties:**

- **Ensure applications address business requirements**
  - Assesses user needs to provide support and proactive service, including analysis of opportunities in order to take advantage of available tools
  - Acts as a focal point for communicating system problems and collaborates with team members, other teams and vendors on changes, fixes, and updates
  - Negotiates resolution of conflicting requirements across The Royal programs and departments as well as external partners
- **Manage application implementation, operational support, and maintenance**
  - Works closely with key stakeholders in identifying, evaluating, selecting, and implementing specific information technologies to support The Royal business and strategic plans
  - Manages the release process for applications which includes effective department and end user communication
  - Manages testing scripts and identifies opportunities for improvement
  - Works with project managers to define tasks, meet timelines and work within scope
  - Serves as technology subject matter expert, where applicable, for projects
  - Provides ongoing troubleshooting, support, and maintenance of applications, including 24/7 on call coverage as required
  - Assists with the preparation of budget for IT systems, services, applications and related interfaces
  - Maintains a strong understanding of technology and its application to achieve business objectives
  - Keeps abreast of new developments and forecasts future trends in the area of application integration in the healthcare industry
  - Ensures IT department adheres to policies and procedures that are compliant with industry and regulatory policies and with staff and patient/client safety practices, policies and procedures of The Royal.
- **Manage IT Applications team**
  - Provide oversight and manage the IT Application team to deliver IT services and support
  - Sets and measures performance objectives and provides regular one-on-one feedback to all members of the team
  - Hires and evaluates the performance of direct reports, and provides ongoing coaching and staff development
  - Addresses individual staff performance issues as needed
  - Develop and maintain an effective on-call rotation for 24/7 support
  - Ensures a work environment that is conducive to The Royal's Harassment-Free Workplace policy
  - Other duties as assigned.

**Qualifications:**

- College diploma or university degree in the field of Computer Science or Management Information Systems with a minimum of 10 years equivalent work experience
- Of the 10 year experience requirement, a minimum of 5 years at the team lead and/or manager level supporting medium to large scale applications is required
- Knowledge of clinical systems and hospital operations (clinical and administrative)
- Knowledge of EMR concepts and Meditech 6.1x is an asset
- Knowledge of financial, payroll and HRIS systems
- Knowledge of security and privacy legislation as it pertains to the healthcare industry
- Knowledge of business analysis and project management concepts

- Demonstrated ability to collaborate with different teams and lead technical discussions to arrive at plans/solutions
- Demonstrated ability to identify/anticipate user needs and gather requirements that will drive applications development
- Demonstrated ability to plan, organize, and implement software development using proven methodologies
- Demonstrated ability to troubleshoot technical problems and develop/implement appropriate solutions in a timely manner
- Demonstrated ability to develop/implement change control practices and methodologies
- Experience in planning and managing system implementations (new and upgrades).
- Experience in providing excellent customer service and always mindful of application training and support
- Experience in creating timely complex reports and creating/tracking effective metrics
- Demonstrated ability to meet deadlines under pressure – strong ability to prioritize and manage multiple projects/tasks
- Demonstrated ability in effective communication, business/technical writing and delivering presentations
- Demonstrated ability in team building, mentoring, managing difficult employees, and conflict resolution
- Ability to lead and manage a technical team to achieve departmental goals and corporate objectives
- Provides ongoing troubleshooting, support, and maintenance of applications, including 24/7 on call coverage and overtime as required
- English level A- is mandatory in oral expression, comprehension, reading and writing. Bilingual (French/English) is considered an asset.

**Date Required: ASAP**

- All applicants must provide a recent resume that clearly indicate that they meet the required qualifications.
- Please apply directly to this internal posting at: <http://careers.theroyal.ca/> on or before **October 7<sup>th</sup>, 2019**.
- Applicants will be advised of their status in this competition by referring to the Successful Candidate listing which is posted on OREO and the Human Resources Bulletin Board.