

IT Application Support Specialist

Phone :
Web :



Job Summary

Vacancy :
Deadline : Sep 20, 2024
Published : Aug 20, 2024
Employment Status : Full Time
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

Partners Community Health (PCH) is a new not-for-profit organization, focused on bringing healthcare services together around the needs of people living in Mississauga and West Toronto. PCH currently operates Wellbrook Place East and West, a combined 632-beds Long Term Care Home and part of PCH's larger strategy that will introduce innovative and inclusive programs and services and new models of care delivery. PCH is committed to building partnerships and connections that put people first, as well as a learning and leading healthcare community that provides best in class service across the aging continuum.

Position Summary:

PCH is seeking an **IT Application Specialist** to support the Partners Community Health team. The IT Application Support Specialist is responsible for providing technical support and troubleshooting for the organization's software applications. This role involves working closely with end-users, diagnosing and resolving application issues, and ensuring that applications are running smoothly and efficiently. The IT Application Support Specialist also collaborates with development teams and vendors to manage application updates, enhancements, and integrations.

Key Responsibilities:

Application Support:

- Provide day-to-day technical support for software applications used by the organization
- Troubleshoot and resolve application issues reported by end-users, ensuring minimal disruption to business operations
- Document support requests and solutions in a ticketing system and ensure timely resolution

SQL Query Development:

- Design, develop, and optimize complex SQL queries to extract, manipulate, and report data from multiple databases
- Ensure that queries are efficient, accurate, and optimized for performance
- Collaborate with data analysts and other stakeholders to translate business requirements into technical solutions

Reporting and Data Visualization:

- Develop, maintain, and enhance reporting solutions, including dashboards, static reports, and ad hoc queries
- Use reporting tools (e.g., SSRS, Power BI, Tableau) to create visualizations that effectively communicate data insights
- Ensure that reports are accurate, timely, and meet the needs of end-users

Data Integration and ETL:

- Assist in designing and implementing ETL (Extract, Transform, Load) processes to move and transform data between systems
- Ensure data integrity and consistency across various data sources and reporting platforms
- Work with database administrators to integrate data from different sources into a unified reporting structure

Data Analysis and Troubleshooting:

- Perform data analysis to identify trends, patterns, and insights that inform business decisions
- Troubleshoot and resolve issues related to data quality, reporting discrepancies, and query performance.
- Work with IT teams to ensure the availability and reliability of reporting systems

Documentation and Standards:

- Create and maintain technical documentation for SQL queries, reporting processes, and data models
- Ensure adherence to best practices in SQL development, including code versioning and documentation
- Develop and enforce data governance standards to ensure consistency and accuracy in reporting

User Assistance and Training:

- Assist users with application-related inquiries, providing guidance and best practices for effective use
- Conduct training sessions for end-users to improve their understanding and usage of applications
- Create and maintain user manuals, FAQs, and other training materials

Incident Management:

- Monitor application performance and respond to system alerts and incidents.
- Work with IT and development teams to diagnose and resolve complex application problems
- Escalate unresolved issues to higher-level support or vendor teams as necessary

Application Maintenance and Upgrades:

- Assist in the planning, testing, and implementation of application updates, patches, and new releases
- Ensure that application changes are properly documented and that users are informed of any changes that may impact them
- Collaborate with vendors and developers to test and deploy application upgrades and enhancements

System Integration and Configuration:

- Support the integration of applications with other systems, ensuring seamless data flow and compatibility
- Assist in configuring applications to meet business needs and optimize performance
- Work with IT teams to ensure that applications are properly integrated with existing infrastructure

Security and Compliance:

- Ensure that applications adhere to the organization's security policies and procedures
- Monitor for security vulnerabilities and work with IT security teams to implement necessary patches or controls
- Assist in audits and compliance checks related to software applications

Continuous Improvement:

- Identify opportunities to improve application performance and user experience
- Provide feedback to development teams on recurring issues and areas for improvement
- Stay updated on new technologies and industry trends to recommend innovative solutions

Vendor Management:

- Liaise with software vendors for support, maintenance, and troubleshooting.
- Assist in managing vendor relationships, including reviewing service level agreements (SLAs) and ensuring compliance
- Coordinate with vendors for the resolution of complex issues and implementation of software updates

Key Qualifications:

- Bachelor's degree in Computer Science, Information Systems, or a related field
- 3-5 years of experience in Application support such as Dayforce and Point Click software applications, SQL development and database management role
- Strong proficiency in SQL, including the ability to write complex queries, optimize performance, and troubleshoot issues
- Strong understanding of software applications, databases, and IT infrastructure
- Experience with reporting and data visualization tools (e.g., SSRS, Power BI, Tableau)
- Knowledge of ETL processes and tools for data integration
- Excellent analytical and problem-solving skills
- Strong attention to detail and commitment to data accuracy
- Ability to communicate effectively with both technical and non-technical stakeholders

Preferred Qualifications:

- Experience with specific industry data models (e.g., healthcare, finance)
- Experience with specific applications relevant to the organization's industry (e.g., ERP, CRM systems, Dayforce, Payroll applications)
- Familiarity with scripting languages (e.g., Python) for data processing and automation
- Experience with data warehousing concepts and technologies
- Certification in SQL development or related technologies (e.g., Microsoft Certified: Azure)
- Excellent communication and customer service skills
- Ability to work independently and as part of a team, with strong attention to detail.
- ITIL certification or other relevant IT service management certifications

PCH is an equal opportunity employer and is committed to Equity, Diversity, Inclusion and Anti-Racism. We believe diverse and inclusive teams support strong decision making, fosters a culture of belonging and allows us to better serve our people, residents, and community. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, we are committed to providing accommodations and will work with employees to meet their needs through the recruitment process. If you are a person with a disability and require assistance during the application process, please let us know. We embrace an inclusive work environment and welcome members of all backgrounds, experiences, and perspectives to apply.

To learn more about PCH, visit our website here: <https://partnerscommunityhealth.ca/>

To learn more about Wellbrook Place, the new long-term care homes and seniors hub, click here: <https://www.partnerscommunityhealth.ca/wellbrook-place/>

Applicants must be eligible to work in Canada. We would like to thank all applicants for their interest in this position, however, only those selected for an interview will be contacted.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
