



# Manager, IT Infrastructure

**Posting #: 20-0069**

**Status: Permanent Full-Time position**

**Location: Sudbury, Ontario**

Health Sciences North (HSN) is seeking an innovative IT leader to support HSN's digital transformation goals in the evolution of our strategic outcome – a regional Electronic Medical Record (EMR).

This role will develop and lead communications and engagement strategies to support the delivery of innovative and reliable technical solutions of IT services to HSN, partner hospitals, corporations in the North Eastern Ontario Network (NEON), Northeast Health Services Alliance (NEHSA), and other provincial and regional partners.

This role is a unique opportunity for an IT professional, as it offers the opportunity to implement cloud services, mobility platforms, virtual care and directly impacts patient care by granting patients and clinicians automated tools and internet of things (IOT). This opportunity leverages working with leading edge technologies and superior internal and external technical teams throughout the region.

The ideal candidate will have:

- A minimum of a Bachelor's Degree in an Information Technology field from an accredited university.
- Minimum of five (5) years' experience working as an IT professional
- Minimum of two (2) years' working in a leadership/supervisory role
- Experience working in a health care environment is preferred.

This is an exciting time to join HSN's team as roles such as this one builds the foundation to improve organizational efficiency with the common goal of improving and ensuring quality healthcare, teaching and research in Northeastern Ontario.

**The full job description can be viewed on the HSN Careers Website.** The Search Committee will begin to review applications on February 5, 2020. Applications will be considered until the position is filled.

We offer competitive salary and vacation, extended health and dental benefits, a pension plan through HOOPP and relocation allowance to assist with moving expenses.

Interested applicants are asked to apply directly to **posting #20-0069** on the HSN Careers Website at [hsnsudbury.ca/careers](https://hsnsudbury.ca/careers). External applicants can learn more about Sudbury by viewing the [Relocating to Sudbury](#) link on our [careers portal](#).

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Health Sciences North (HSN) is a regional resource and referral centre for over 600,000 residents across northeastern Ontario. It features state-of-the-art technology with over 3,900 employees, 800 volunteers and a medical, dental and midwifery complement of 260. HSN has become a Research and Academic Health Science Centre affiliated with the Northern Ontario School of Medicine and the Advanced Medical Research Institute of Canada.



## Management

Date Posted: January 22, 2020

<b>Posting #:</b>	20-0069
<b>Position:</b>	Manager, IT Infrastructure
<b>Status:</b>	Permanent Full-Time
<b>Program:</b>	Information Technology and Privacy
<b>Department:</b>	IT Security and Infrastructure
<b>Site:</b>	Sudbury Outpatient Centre (SOC)

### **KEY FUNCTION:**

Provide oversight of the management, strategy and execution of assigned Provincial, North East, North West and Champlain IT services and products by managing human and fiscal resources, and collaborating with the leadership team members and stakeholders. Oversee the direct communication and marketing of IT services to HSN, regional and provincial partners while ensuring complete satisfaction and maximum utilization of the products and services contracted to customers.

### **REPORTING:**

Under the general direction of the Chief Information and Privacy Officer.

### **DUTIES:**

1. Plan, implement, and manage secure, highly-available Internet Protocol (IP)-based network, server infrastructure, devices and technology solutions for HSN.
2. Provide comprehensive Information Technology (IT) support to other hospitals, corporations in the North Eastern Ontario Network (NEON), Northeast Health Services Alliance (NEHSA), and other provincial and regional partners.
3. Oversee the smooth and consistent operation of IT Services, on premises and cloud based service delivery and incident management.
4. Research, evaluate and implement technology-based solutions to support demanding needs of Health Information Services and regional/provincial patient-care systems.
5. Meet, exceed and negotiate legally binding Service Level Agreements and contracts while ensuring overall regional and local client satisfaction.
6. Lead and develop strategies, innovative architectures, business analysis and case development, to solve existing and future administrative, clinical and patient services to serve local, regional and provincial stakeholders.
7. Monitor IT Quality board(s) and Key Performance Indicators defined by HSN or clients who have outsourced services to HSN IT and coach staff on Continuous Quality Improvement (CQI) initiatives, including evaluating performance and applying disciplinary action as required.
8. Provide hospital and Local Health Integration Network (LHIN) wide, incident response cyber security on-call coverage for problems and serious issues after hours and on weekends according to scheduled rotation.
9. Develop annual budgets and assume fiscal accountability of the departmental operation according to approved budget and capital allocations.
10. Evaluate quality of services and customer satisfaction on an ongoing basis and formulate solutions for improvement.
11. Create, review and revise policies and procedures to ensure excellent delivery of service.
12. Act as a resource to clinical departments and programs, staff and management across HSN, LHINs and provincial teams, focused on building and maintaining strong relationships and trust.
13. Oversee the work of others in compliance with the Occupational Health and Safety Act (OHSA), its regulations, and HSN policies.
14. Determine and align improvement projects with HSN's Strategic Plan; monitor and adjust to achieve goal outcomes.
15. Participate in the accreditation process and work to ensure that the program and HSN achieve, maintain and continually improve upon their accredited status.
16. Engage in and foster professional development of all staff and provide opportunities for learning within budgeted resources.
17. Ensure a safe environment for patients, staff and visitors; investigate report, debrief and take or direct corrective action as required on incidents.
18. Collaborate with internal and external stakeholders/organizations/community groups to achieve program objectives, integrate and link services and foster partnerships across the continuum of service delivery.
19. Participate in education and training specific to current, relevant federal and provincial health and safety legislation, standards and guidelines.
20. Represent the department or program on various committees and in meetings as required.
21. Perform other duties as required.

### **QUALIFICATIONS**

#### **EDUCATION AND TRAINING:**

1. Minimum of a Bachelor's Degree in an Information Technology field from an accredited university.
2. Ministry of Labour "Worker Health and Safety Awareness in 4 Steps" training certificate is required.

**EXPERIENCE:**

- 1. Minimum of five (5) years' experience working as an IT professional
- 2. Minimum of two (2) years' working in a leadership/supervisory role,.
- 3. Experience working in a health care environment is preferred.

**KNOWLEDGE/SKILLS/ABILITIES:**

- 1. Demonstrated knowledge and understanding of a variety of groups of stakeholders, both within and outside the hospital.
- 2. Demonstrated time management, organizational, critical thinking, and problem-solving skills.
- 3. Demonstrated excellent presentation skills.
- 4. Proven ability to develop, monitor, administer and report on budgets.
- 5. Proficiency in public speaking and public relations.
- 6. Demonstrated ability to coach, advise and teach others using the principles of adult learning.
- 7. Demonstrated training, experience or utilization of lean methodology for process improvement.
- 8. Demonstrated ability to independently identify issues, plan improvements, measure success and continue improvement.
- 9. Demonstrated knowledge of relevant legislation and principles of management, hospital committee structure, conflict management and resolution, system needs analysis and organizational assessment.
- 10. Demonstrated ability to use tact and discretion in dealing with health care providers and employees.
- 11. Demonstrated excellent computer skills with proficiency in Microsoft Office software (e.g. Word, Excel, Power Point and Outlook) and patient information systems.
- 12. Demonstrated superior interpersonal and communication skills, both written and verbal.
- 13. Demonstrated commitment to the safety of co-workers and patients.

**PERSONAL SUITABILITY:**

- 1. Demonstrated initiative, self-direction, and innovative approach to problem-solving.
- 2. Demonstrated commitment to ongoing professional development.
- 3. Demonstrated professionalism in dealing with confidential and sensitive issues.
- 4. Demonstrated positive work record and excellent attendance record.
- 5. Ability to meet the physical and sensory demands of the job.

**Selection Process:** Candidates will be selected for this position on the basis of their skill, ability, experience and qualifications as identified in the resume and completed Application Form submitted. The Hospital reserves the right to conduct a formal interview where required.

**Shift:** Days

**French Language Service Designation:** Bilingualism is an Asset

**Salary:** \$95,745.....\$112,612/Annum

N.B. Applications for this position must be submitted to the Human Resources Department before 1600 hours on March 25, 2020 .

**HSN THANKS ALL APPLICANTS.  
ONLY THOSE SELECTED FOR INTERVIEWS WILL BE CONTACTED.  
WE WILL NOT ACCEPT APPLICATIONS AFTER THE CLOSING DATE AND TIME.**