

Title	Data Management Coordinator & IT Support
Posting Date	April 26, 2021
Expiry Date	May 7, 2021
Posting Type	Internal & External
Short Description	<p>Access Alliance Multicultural Health and Community Services (AAMHCS) is a Community Health Centre that aims to provide services and addresses system inequities to improve health outcomes for the most vulnerable immigrants, refugees, and their communities. The Centre envisions a future in which Toronto's diverse communities achieve health with dignity.</p> <p>Access Alliance is looking for a Data Management Coordinator/IT Support person to provide and coordinate all data management functions including all internal/external reporting needs, primarily but not exclusively in relation to our Language Services Social Enterprise. The ideal candidate is a subject matter expert in data management requirements and decision support, with exemplary project management skills. In addition, this individual is experienced in providing IT support and under the direction of our IT/IM/IS Manager will be deployed as required in the organization. This individual will work closely with both teams, as such must be very self-directed, be able to manage this dual accountability and be very outcomes oriented. The dynamic individual shall have a strong belief in and be able to carry out responsibilities in accordance with the vision, mission and values of Access Alliance.</p>
Detailed Description	<p>RESPONSIBILITIES:</p> <ul style="list-style-type: none"> • Promote evidence-based planning and decision making for management to make better informed decisions • Develop, generate, analyze and interpret data reports. Run queries and reports as requested to assist in program development, evaluation and funder and customer reporting • Provide support of other data management and information systems functions and duties • Support users in the use of current licensed and custom-built database systems • Support funder-compliant data entry systems and protocols • Assess training needs, train and support staff to use established procedures that are consistent with Community Health Centre (CHC) sector standards • Provide technical tier 1 & 2 support to users via phone, email and on-site. • Resolve technical support tickets and requests in a timely manner based on priority and impact • Directed by our IT Manger maintain and upgrade IT systems and infrastructure. • Create and set up network, e-mail and Electronic Medical Records accounts for users. • Provide data management and technical support for Access Alliance language services department including R.I.O call center and R.I.O online portal. • Design queries and run both standard and ad-hoc reports using MS Access or other data repositories to support decision-making. • Participate in program-specific strategic planning and operational planning processes by providing indicators and benchmarking information. • Pinpoint and resolve complex issues; determine cause of issues and provide recommendations and detailed analysis. • Develop methods to increase the understanding and capabilities of end-users and assist in the on-going development of support procedures. • Work with planning and evaluation team at Access Alliance to Assesses overall data quality by overseeing data input, developing and performing audits of data quality, ensuring data integrity and accuracy. • Other duties and responsibility as assigned • Travel and work across sites and other partnering agencies is required • Occasional irregular hours if required <p>SKILLS AND QUALIFICATIONS:</p> <ul style="list-style-type: none"> • Undergraduate Degree or Certificate/Diploma in Computer Science or Engineering or relevant education and experience • Certificate or courses in relational databases • Experience providing IT/IS training and coaching to end users • Experience in data quality management • Strong analytical and problem solving skills • Knowledge of computer networking technology in theory and application. • Excellent working knowledge of Windows operating systems, Active Directory Domain Controllers, Office 365, Virtual Private Networks, Routers, Switches, Firewalls, Wireless Communication Systems,



Ethernet, OSI layer, DNS, HTTP, Email, SSL, UDP, TCP, IP, ARP, ICMP, DHCP and related protocols
Helpdesk skills to provide IT support to staff

- Familiarity with ACD platforms is an asset
- Demonstrated ability to prioritize work appropriately and to meet deadlines
- One year or more related experience; preferably in a health setting environment

WORKING CONDITIONS

- Deadline-driven work related to funder reports and grants, etc.
- Must be able to work in a fast paced, multi-faceted environment and make quick decisions
- Must be committed to Access Alliance values and principles

PHYSICAL REQUIREMENTS

- Working in front of a monitor 90% of the time
- Frequent data entry, receiving/returning phone calls, sending/receiving information, etc.
- Sitting for extended periods of time
- Must be able to lift and carry 25 lbs/12 kg for occasional filing, moving, carrying and removing items.
- Demonstrate good and safe work habits and have a clean working environment.
- Ensure full compliance with Access Alliance Health and safety regulations and Access Alliance policies and procedures.

Salary: \$60,555 - \$72,958

Hours: Full-time, 35 hours per week

Duration: Permanent

Bargaining Unit position: This position is excluded from the bargaining unit

Application Method

With "**Data Management Coordinator & IT Support**" in the subject heading
please send your resume and over letter by May 7, 2021 at 5:00pm to:

by E-mail: jobs@accessalliance.ca

by Regular Mail: **Hiring Committee, Data Management Coordinator & IT Support**

Access Alliance Multicultural Health and Community Services
340 College Street, Suite 500, Toronto, ON, M5T 3A9

No phone calls please.

We thank all applicants for their interest but only those selected for an interview will receive acknowledgement. Please note that a criminal background check (Vulnerable sector) will be conducted for this position.

We encourage applications from individuals who reflect the broad diversity of communities we work with, including those from racialized and LGBTQ communities.

In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance.

Access Alliance encourages a scent-free environment. Employees, students, volunteers, and visitors are asked to refrain from wearing fragrances and other scented personal care products (i.e. perfumes, lotions, hairspray, etc.) while at the Centre.