

## Job Description

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<b>Job Title:</b>	Information Technology Manager
<b>Department:</b>	Campus Wellness
<b>Reports To:</b>	Administrative Officer
<b>Jobs Reporting:</b>	Electronic Health Record Coordinator
<b>Salary Grade:</b>	USG 10
<b>Effective Date:</b>	January 2021

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### **Primary Purpose**

The Campus Wellness Administration team serves the University of Waterloo community by supporting Campus Wellness with effective, efficient, collaborative, client-focused administrative and technical service. The Information Technology Manager (IT) is responsible for the use of technology within Campus Wellness, for facilitating implementation of technologies to improve efficiency, connectivity, and communication in all areas of Campus Wellness. The IT Manager provides leadership to the Tech Team, ensuring oversight for enterprise systems, including the electronic health record system (EHR), end-user support and training, computer hardware, web applications, and desktop computing environment.

### **Key Accountabilities**

#### **Strategic oversight of Campus Wellness technical requirements**

- Ensure efficient daily functioning of all areas dependent on technology, in the context of Campus Wellness' strategic plans and initiatives. Provide strategic leadership for planning of Campus Wellness' long-term technical requirements.
- Anticipate and recommend technology solutions to creatively solve business issues and support client-focused service, given anticipated growth;
- Collaborate with Senior Management Team (SMT) in on-going evolution of EHR, its related systems, recommending strategic directions, re-negotiation of contracts as needed; developing short-term and long-term plans for the evolution of CW data systems;
- Provide leadership for CW's use of technology, make recommendations for optimization of processes;
- Collaborate with SMT and CW staff to identify and react to health care environment trends by recommending technology and infrastructure changes to keep pace with the industry in support of Campus Wellness' strategic initiatives;
- Create and manage Tech budget – optimization and planning software, hardware, non-system equipment, including phones, teleconference equipment, in-person and virtual group meeting tech and equipment.

#### **Campus Wellness Tech – Operational**

##### **Coordinate first-tier tech support**

- Through the Tech Team, ensure immediate assessment and resolution of computer-related problems in all Campus Wellness venues, scheduling coverage for regular hours;
- Ensure ongoing function of 200+ desktops, including associated peripherals (scanners, printers, etc.);
- Provide functional guidance to Tech Team, collaboration on trouble-shooting, coordinating resolution of issues escalated to you, liaise with IST Teams as appropriate, including vendor client service reps;

- Oversee, provide or coordinate technical support for Campus Wellness meetings and events, both in-person and virtual.

**Coordinate non-system tech support (e.g. phones, data infrastructure, work orders, tech equipment installations, coordinating with Operations Supervisor)**

- Coordinate system upgrades, down time, DTR swaps, decommissioning equipment;
- Oversee hardware: repairs, availability of loaner laptops, etc.;
- Communicate UW initiatives and requirements, by acting as Change Champion for projects affecting Campus Wellness (e.g. 2-Factor authentication project);
- Communicate/interpret UW communications (e.g security updates, security risks, etc.);
- Collaborate with Operations Supervisor and CW Health and Safety Committee on safety-related tech solutions;
- Through Tech Team, coordinate/provide tech and equipment and support for virtual and in-person meetings and functions.

**Technology system administration, training, and security**

- Responsible for all System Administration, training, on-boarding and continuous learning, either personally, or through Technology Team.
- Responsible for the security/privacy of Campus Wellness' use of technology, collaborating with Operations Supervisor as needed;
- Through EHR Coordinator, responsible for all EHR and related systems administration, training and documentation;
- Act as project lead for small and mid-level Information Systems technical and operational projects, which frequently require involvement of various campus technical resource groups (e.g. IST, Finance);
- Coordinate and oversee ongoing administration, oversee development of continuous training and documentation; ensure expert level functional system support for all systems used by CW clinical and administrative staff, including UW and enterprise systems.

**Electronic Health Record oversight**

**Through EHR Coordinator:**

- Serve as the functional administrator for the EHR (Accuro);
- Ensure EHR direction sustains an integrated Campus Wellness health record approach, focusing on collaboration and standardization, ensuring training and procedure documentation is up to date;
- Provide continuity, orientation and relevant in-depth training for all existing and new staff members using the system;
- Ensure appropriate and transparent monthly invoices from primary vendor and related systems vendors, collaborating with Operations Supervisor; ensure invoices are paid from correct accounts;
- Ensure and coordinate a consistent approach to EHR maintenance (e.g. deleting records, unlocking charts, judgement calls re use of EHR) according to protocols and criteria established by CW clinical directors;
- Research, assess and recommend health care industry standard software/hardware.

**Security-related aspects of EHR**

- Conduct regular system audits and reports, collaborating with users and/or supervisors/managers to target user training where indicated;
- Ensure adherence to all applicable standards for the collection, use, and protection of personal health information;

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- Maintain clear, consistent, current documentation and disaster-recovery standards for EHR and related systems to maintain business continuity.

### **Human Resources management**

- Provide primary leadership and management of CW Tech Team, providing day-to-day functional guidance as needed. Includes:
- Recruitment and hiring of Technical Team; may include supervision/direction for work-study or co-op students;
- Provide guidance, direction, coaching as needed, especially in prioritizing support requests;
- Performance management;
- Emphasis on training and ongoing professional development; including assisting with goal-setting, ensuring opportunities for training and varied responsibilities are made available as appropriate;
- Lead a collaborative team, set clear and reasonable expectations, provide ongoing feedback, ensure delivery of results, establish a strong foundation for performance through ongoing training.

### **Reporting / Data Management**

#### **Within Campus Wellness**

- Collaborate with EHR Coordinator and Technical Support Assistant to create organized methods of identifying trends in user training needs; using collected data to optimize plans for training and resources;
- Leverage industry best practices to facilitate CW's planning, managing, monitoring and reporting on quality control items;
- Oversee maintenance of rigorous ticket system, issues tracking, resolution and feedback of both internal tickets and those escalated outside Campus Wellness;
- Serve as, or delegate, IT resource on cross-functional committees (e.g. Quality Assurance Program Evaluation), collaborating with colleagues on tech-related projects (e.g. CW dashboard);
- Serve as, or delegate, liaison for CW reporting needs, facilitating staff access to resources (e.g. CW Data Analyst, units within IST, IAP, etc.);
- Support, or delegate support for, on-going reporting needs, special projects.

#### **Outside Campus Wellness**

- Serve as the main point of contact for IST operational support, project implementation (e.g. phishing attempt project), ticket escalation and project work;
- Develop and maintain robust communication channels with relevant groups on and off campus to ensure issues are resolved as quickly and efficiently as possible.

*\*All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

## **Required Qualifications**

### **Education**

- Minimum of Bachelor's degree in business, computer science, or related field, or equivalent combination of education and experience

### **Experience**

- At least 5 years' experience providing computer-related technical support and administration
- 2 or more years' experience in direct or functional supervisory role

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- 2 or more years' experience working in a technical role in a post-secondary institution preferred
- Significant experience in a health-related environment preferred.

### **Knowledge/Skills/Abilities**

- Strong technical environment knowledge (e.g. desktop, MS Windows, virtual meeting software and equipment); experience with online/virtual/remote access and problem-solving tools (e.g. Bomgar);
- High level computer proficiency and efficiency, specifically with Microsoft Windows and related software
- Database development, MS-SQL reporting, form design, report development, or similar skills are beneficial
- Excellent leadership skills, including: demonstrated level of maturity, competence, and professionalism appropriate for interacting with all levels of the organization
- Demonstrated ability to thrive in and contribute to an integrated and collaborative team environment and to apply a positive team approach to working with colleagues
- Ability to exercise judgment, build consensus, foster teamwork among a variety of stakeholders, and lead cross-functional project teams
- Strong troubleshooting and workflow analysis skills
- Superior skills, and a passion for, customer service; ability to train and guide others
- Excellent administrative skills including ability to organize and analyze data
- Understanding of clinical workflows within an EHR, and within a typical multi-disciplinary health-care setting preferred
- Clear and effective communication verbally and in writing, in person and online, with staff and clinicians at all levels
- Demonstrated proficiency with EHR systems and other health information technology preferred

### **Nature and Scope**

- **Contacts:** Within Campus Wellness: 1. Tech Team; 2. Admin Team – to collaborate, ensure efficiency of Admin processes and use of technology; 3. Leadership Team – collaborating with managers/ supervisors to use technology to align processes, assisting with achievement of Campus Wellness' strategic goals; 4. all Campus Wellness clinical and administrative staff. UW and off-campus contacts: IST and vendor-specific enterprise systems technical personnel, UW faculty technical teams.
- **Level of Responsibility:** Responsible for efficient operation in all areas of Campus Wellness which are dependent on technology. The IT Manager anticipates and recommends technological solutions to business issues.
- **Decision-Making Authority:** Final decision-making authority for Campus Wellness technology and related issues as outlined above.
- **Physical and Sensory Demands:** Possibility for multiple interruptions and competing priorities on a daily basis. Flexibility and responsiveness to a variety of administrative and clinical staff regarding day-to-day and long-term issues are required. Ample opportunity for movement within various areas in at least two on-campus buildings where Wellness services are delivered; May require moderate physical demands, including access to equipment, under desks, lifting and moving equipment and materials between / within buildings.
- **Working Environment:** Exposure to stress and pressure associated with administrative-level responsibilities. As a group, the Tech Team shares the on-going pressure of ensuring EHR and related systems are functional at all times. Located indoors in comfortable, fast-paced office environments populated by clinical, administrative staff, as well as clients (University of Waterloo students, staff and faculty and their families) in addition to online/virtual environments. There may be unusual hours or

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schedules, multiple and/or tight deadlines beyond one's control. Involves moderate psychological risk and distress resulting from unavoidable exposure to uncomfortable environmental conditions, generally associated with normal workplace interpersonal conflict and its resolution, as well as the stresses of change management in a dynamic campus community environment