

We would like to thank all candidates for expressing their interest. Please note that only those selected for interview will be contacted. **NO PHONE CALLS, PLEASE.**

In-Common Laboratories is an equal opportunity employer.

We offer accommodation for applicants with disabilities, as required, during the recruitment



ICLabs.ca

**APPLY BY: FEBRUARY 1, 2019**

## ADMINISTRATOR, LABORATORY INFORMATION SYSTEM

- Full-Time Position reporting to the Vice President of Corporate Services
- Competitive Salary: starting at \$62,000 per annum commensurate with experience
- Comprehensive benefits package, including private pension plan
- Great team environment
- Based in Toronto (Don Mills/Eglinton)
- **Operational Focus: LIS Support, Client and supplier interface support and connectivity and troubleshooting**

In-Common Laboratories (“ICL”) is recruiting for the full-time role of **Administrator, Laboratory Information System (“LIS”)**, to assume responsibility for support and troubleshooting of all aspects of the Copia and Harvest applications. An experienced individual is needed to:

- a) provide support for maintenance upgrades and new releases of the LIS in conjunction with the LIS Administrator vendor Orchard;
- b) implement new functionality based on external and internal user requests;
- c) validate and evaluate test system environment enhancements;
- d) oversee test builds;
- e) monitor, support, and maintain the integrity of existing multiple client and vendor interfaces; and
- f) assist with development, testing, and implementation of new interfaces

In this role the successful candidate will be required to:

- **Monitor and troubleshoot LIS system issues in a timely manner.** Prior hands-on experience with troubleshooting, issue resolutions and ongoing support for LIS systems is an asset.
- **Liaise with interfaced clients to troubleshoot errors and assist with upgrades or changes.** The ability to quickly grasp complex information and triage issues with clients is important for success in this role. Prior experience with problem solving and a basic understanding of HL7 message structure is an asset.
- **Work with internal and external project managers in the installation and validation of LIS system changes and coordinate assigned LIS/Interface Projects.** Take initiative to look for efficient and effective ways to nurture client relationships for value-add opportunities.
- **Have frequent interactions (phone/in-person) with external service suppliers, vendors and subject matter experts.** Ability to establish a dialogue, good listening, negotiation and persuasion skills will be essential to thriving in this role. Ability to communicate issues with clarity and simplicity both verbally and in writing is important together with strong consensus building skills.
- **Assist with maintaining current and detailed documentation of all interfaces and their configurations.** Prior experience with compiling information and writing of operational procedure documents is important.
- **Bring energy, initiative, strong interpersonal skills, good analytical and technical skills, and become a dynamic addition to the IT team.** The ability to work in a team to achieve and maintain effective balance among business expectations and priorities will be essential. Experience in organizing work and keeping on top of evolving business demands will be paramount. We are looking for an enthusiastic player with a “can-do” attitude.

To succeed in this role, the candidate will absolutely need to:

- Have experience with Laboratory Information System;
- Have experience working in a laboratory environment
- Some interface experience or understanding of HL7
- Meet the educational requirements as stated in this description or at minimum have a degree in Medical Laboratory Technology, Computer Science or related discipline.

- Understand the complexity of information flowing from different sources;
- Be able to troubleshoot and consolidate complex information; and
- Be able to self-manage workload and multi-tasking.

### **Overview of Major Responsibilities**

- Monitor and troubleshoot LIS system issues in a timely manner;
- Review, analyze, and triage application issues/cases, providing support as needed;
- Carry out testing related to new LIS application releases, upgrades, and maintenance releases;
- Assist with implementing new LIS programs required to meet external and internal user needs;
- Provide oversight and supervision for LIS test development and maintenance;
- Liaise with interface clients to troubleshoot and correct system errors and/or to assist with upgrades and changes;
- Troubleshoot interface mapper scripts;
- Support in the development and implementing improvements to existing interfaces;
- Assist in the planning, documentation and implementation of new interfaces;
- Assist with maintaining current and detailed documentation of standard operational LIS procedures, interfaces and their configurations
- Coordinate and manage assigned LIS/Interface projects;

### **Knowledge/Skills/Abilities/Other Characteristics**

The prospective candidate will have most of the following:

- Completion of a college program (Medical Lab Technology, Computer Science or related discipline);
- Current registration with a regulator body in Ontario is preferred (MLPAO or CSMLS)
- 5+ years of LIS experience
- 5+ years of laboratory experience and knowledge;
- 2+ years of interface support experience
- Knowledge and/or experience with HL7 is an asset
- Knowledge of scripting language is an asset.
- Project management experience is an asset;
- Working skills in Microsoft Office products; and
- Good analytical and technical skills;
- Strong verbal, written and reasoning skills.

We are looking for a candidate who:

- Is highly motivated, customer-focused individual with strong interpersonal skills and willingness to learn and teach new skills.
- Can work independently and as a team member.
- Demonstrates good analytical and technical skills.
- Takes initiative, embrace challenge and develop creative solutions.
- Communicates issues with clarity and simplicity.
- Manages time effectively.
- Possesses strong verbal, written and reasoning skills.
- Honors commitments.
- Is punctual, reliable and a good corporate citizen

### **About ICL**

ICL is a private, not-for-profit Canadian corporation operating since 1967 and operates Canada's only national lab referral coordination network. Over 500 Canadian hospital clients and their patients benefit by using ICL's services for their lab tests. ICL now supports a Naturopathic Doctor Line of Business across Canada with a comprehensive test menu and web portal connectivity. The ICL Information Systems portfolio includes the Orchard Harvest, Copia LIS systems and SAGE 300 system.