

Posting Number: 36466



London Health Sciences Centre

## Support Analyst – Regular Full-Time Information Technology Services – DI-PACS

London Health Sciences Centre (LHSC) and St. Joseph's Healthcare, London (St. Joseph's) have a shared IT infrastructure and a common Health Information System (HIS). Information Technology Services also delivers services to a large number of hospitals in Southwestern Ontario, providing shared IT infrastructure, on-going support, and continuous improvement initiatives.

Reporting to the ITS Manager, DI-PACS, the Support Analyst works with Business Systems, Technical and other support analysts in building and maintaining system components, and ensuring data integrity to support systems analysis, workflow analysis, and the effective utilization of the Digital Imaging Applications. The Support Analyst also conducts detailed system troubleshooting, tests software patches, upgrades and supports system implementations by liaising with end users and vendors.

Flexibility with hours of work is necessary as occasional over-time or on-call work will be required.

**Rate of Pay:** \$27.407/hour to \$34.259/hour  
**Hours of Work:** 37.5 hours per week

### QUALIFICATIONS:

- Successful completion of a three (3) year diploma in Computer Science or related field or equivalent acceptable to the Hospital
- Completion of the Michener Imaging Informatics Graduate certificate program preferred
- Minimum of two (2) years recent, relevant experience; Experience in the healthcare information management field preferred
- Experience with Clinical Applications; direct experience with Digital Imaging systems or supporting the Digital Imaging environment
- Experience in project management or systems support
- Experience with PACS, RIS, or HL7 messaging preferred
- Knowledge of clinical workflows within a Digital Imaging environment preferred
- Demonstrated experience developing and implementing process re-design
- Demonstrated ability to assimilate a large quantity of diverse information, and apply analytical skills to problem identification, understanding, and resolution
- Understanding of technology and how it can be applied in a health care environment preferred
- Demonstrated aptitude and interest in dealing daily at a very detailed level
- Strong organizational skills
- Ability to interact with others with diplomacy, tact and professionalism
- Ability to maintain composure under pressure
- Strong skills in process-centric thinking
- Demonstrated commitment to customer service
- Demonstrated excellent listening and communication skills (both oral and written)
- Demonstrated knowledge of and commitment to patient and staff safety at LHSC
- Demonstrated ability to attend work on a regular basis

We foster a culture of patient and staff safety whereby all employees are guided by LHSC's Mission, Vision, Values and Code of Conduct.

As part of the assessment process applicants may be required to complete a written examination or test. Please be advised that a reference check may be conducted as part of the selection process.

Your interest in this opportunity is appreciated. Only those applicants selected for an interview will be contacted. Successful candidates, as a condition of job offer, would be required to provide a satisfactory vulnerable sector police check (original document) completed in the last 4 months.

In order to be considered for this position, please submit a detailed resume to:

Melissa Dyer, Recruitment Advisor  
Human Resources, 5th Floor PDC, University Hospital  
Fax Number: (519) 663-3889 Email: [Melissa.Dyer@lhsc.on.ca](mailto:Melissa.Dyer@lhsc.on.ca)