

CITY OF HAMILTON**COMMUNITY & EMERGENCY SERVICES**
(HAMILTON PARAMEDIC SERVICE DIVISION – LOGISTICS & SUPPORT SECTION - LOCATION – 1227
STONE CHURCH ROAD EAST)**APPLICATIONS ANALYST (HAMILTON PARAMEDIC SERVICE)****SUMMARY OF DUTIES**

Reporting to the Manager/Deputy Chief Logistics & Support and working closely with the City's Information Technology Services (ITS) Division, the incumbent acts as technical lead for information technology for the Paramedic Service. Responsibilities include technical oversight, administration and system maintenance of several commercial off-the-shelf (COTS) and custom-designed mission critical applications, development and implementation of applications and supporting technologies, hardware life-cycle management, maintenance of application documentation, data analysis, user training and general user support.

GENERAL DUTIES

Provides support to the Division on the specific technology application being implemented and utilized in support of program delivery (e.g. Interdev iMEDIC Electronic Ambulance Call Report (E-ACR), EMS - MOH Map Locator, Skyhawk AVL, Defibrillator Data Management and other department specific applications).

Responsible to self-manage their workload and provide cross-functional support working with the Paramedic Service Data & Records Coordinator.

Maintains confidential computerized databases with respect to external customer complaints, staffing redeployment, controlling distribution of hours for employees, medications, Electronic Ambulance Call Report. Makes recommendations to management based on analysis of data on confidential staffing/labour relations issues.

Liaises and meets regularly with Corporate Information Technology Services (ITS) to ensure that both City and vendor hosted Paramedic-specific applications remain compliant with ITS policies as they relate to network security, performance, hardware requirements / lifecycles.

In conjunction with ITS, provides helpdesk and initial hardware support services for Paramedic-specific applications, including routine maintenance of both desktop and mobile environments and performs back-ups as required.

Manages scope, cost, schedule, and deliverables of projects, develops work break-down structures, project plans, identifies and manages risk and implements project management processes and methodologies to ensure projects are delivered on time, within budget, adhere to high quality standards, and meet customer expectations.

Oversees Paramedic Service hardware life-cycle management and participates in the preparation of procurement documents including Requests For Information (RFI), Requests for Quotation (RFQ) and Requests for Proposals (RFP) for both hardware and Service-unique software.

Evaluates the efficiency and effectiveness of deployed systems and determines information systems strategies. Analyzes business requirements, conducts feasibility and cost/benefit studies.

Assesses information technology and data/systems needs and requirements of the Division and identifies and evaluates feasibility of various technological options.

Assesses impact of technology on service delivery/resources/business and costs/savings, and develops recommendations, including opportunities for maximizing technology and improving efficiency of business practices.

Assists in the development, testing and configuration of the specific applications and the fine tuning and implementation of upgrades, new releases and enhancements to the applications and systems for unit, system, performance, usability, user acceptance, disaster recovery and implementation tests.

Liaises with the software suppliers to resolve technical problems, maintains up to date knowledge of new releases and changes to applications.

Designs system specifications; prepares requirements for ensuring proper system testing, implementation and operation following recognized project management best practices.

Prepares system and user documentation to facilitate transfer of knowledge and provides consultation, technical support and user training to the Division on the specific technology application being implemented.

Manages user accounts and conducts regular system audits to ensure confidential information is protected from unauthorized access and that all requirements for protection of data are followed as set out in applicable legislation.

Liaises with ITS, Provincial Ministry offices and application vendors and users to analyze and resolve system software and related operational problems.

Participates as a member of the Emergency Services Systems Team and serving on project teams engaged in development of technology performance standards; evaluating or developing new utility routines and providing practical technological input to innovative applications design and development approaches.

Develops and maintains business continuity plan as it relates to department specific applications/systems to ensure the implementation of best practices and uninterrupted service delivery.

Consults with system users of CAD, RMS and E-ACR and develops and maintains various database reports as required to support day-to-day operations and department management team.

May be required to provide support to deal with critical mission software and hardware problems for IT functions that support emergency functions at the Paramedic Service, radio support systems, computerized aided dispatch, electronic patient care records and AVL systems after normal business hours.

Performs other duties as assigned which are directly related to the responsibilities of the position.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

QUALIFICATIONS

1. University degree in computer science or a related discipline, with several years of progressively more responsible experience in developing/maintaining complex information technology applications or the approved equivalent combination of education and/or relevant work experience.
2. Demonstrated experience in business application management and maintenance in a highly diverse technical systems environment.
3. Proven project management skills and understanding of project management methodology, preferably conforming to Project Management Institute (PMI) or equivalent standards.
4. Proven technical skills in working with relational databases (i.e. Oracle, SQL Server, SQL Language, MS Access); programming (eg. Visual Basic, C#, PHP); web design (i.e. HTML XML, Web tools Adobe Flash);

and database report writing (i.e. Crystal Reports or similar claim reporting tools). Knowledge of and experience with Windows-Apache-MySQL-PHP (WAMPserver) functionality would be an asset.

5. Proven technical skills to develop, support, and adapt complex applications such as mission-critical Automated Vehicle Location, Electronic Patient Care Report, Transfer of Care, GIS and ambulance dispatch monitoring applications.
6. Preferred candidate shall have demonstrated system administrative experience in emergency services-type business applications such as Computer Aided Dispatch, Records Management Systems, Scheduling, Asset Tracking and Mobile Data & Mapping Systems. The candidate will understand and have practical experience supporting networked computers including systems administration functions using Windows 2000/3 and XP network/hardware operating systems, and have a working knowledge of wireless data communications systems (GIS, Citrix, wireless protocols).
7. The candidate will have proven analytical and problem-solving skills and demonstrate an understanding of configuration and systems administration principles and best practices.
8. The candidate will demonstrate excellent interpersonal oral and written communication skills to provide troubleshooting support, prepare technical documentation and reports on problems, and to deal effectively with staff and management at all levels of the organization. The candidate will have the ability to establish and maintain priorities, effectively balance competing demands and deliver quality work on time.
9. Previous experience in working effectively with a group of multidisciplinary staff in a project team setting is an asset.
10. Travel within the City of Hamilton as required.
11. Must possess a valid Class G Driver's Licence and be able to maintain same.
12. Must be available to provide on call support.