

## **CITY OF HAMILTON**

### **PUBLIC WORKS DEPARTMENT**

**(WATER & WASTEWATER DIVISION - COMPLIANCE & REGULATIONS - LOCATION - 700 WOODWARD AVE.)**

### **QUALITY ASSURANCE APPLICATION TECHNOLOGIST- CUPE 5167**

#### **SUMMARY OF DUTIES**

Reporting to the Supervisor, Quality Assurance, the Quality Assurance Application Technologist will perform a variety of duties associated with Quality Control and Quality Assurance for the Environmental Laboratory, including delivery of analytical services, maintaining the quality management system and reviewing and approving analytical reports. Responsible for the implementation and ongoing administration of the Laboratory Information Management System (LIMS) including reporting of data. Participates in the implementation and maintenance of a sampling /testing program that ensures compliance with current regulations.

#### **GENERAL DUTIES**

Implement and maintain a quality assurance program for the Environmental Laboratory to ensure compliance with City and MECP regulatory requirements and the Ontario Safe Drinking Water Act (OSDWA) and to satisfy requirements for accredited laboratories.

Ongoing administration of LIMS. Develop and maintain appropriate processes for LIMS Quotations, Client database, Bulk logins, Pricing, Invoicing, final reports and data exports that ensure consistency of information. Develop, test and maintain appropriate automation/interfaces/macros for downloading information from LIMS to laboratory instrumentation and for updating information within the LIMS database.

Troubleshoot, carry out performance testing and optimize the LIMS as well as provide technical solutions.

Provide technical support to clients and lab staff related to the application of LIMS. Act as liaison between the Laboratory and the LIMS provider as well as with the City of Hamilton's Information Services.

Participates in the implementation, maintenance and monitoring of sampling/ testing program for drinking water, wastewater and biosolids that ensures compliance with current and other applicable regulations. Assist in coordinating testing requirements from clients and ensure that methods are fit for purpose.

Organize sample drop off, prepare customized LIMS logins and customized chain of custody forms, provide training on sample submission process to clients and direction for new sampling program processes to lab analysts and clients.

Receives and answers enquiries from clients. Obtain and respond to client feedback. Prepare for and facilitate client meetings

Monitor and report on the status of turnaround time of results, projects, tasks, and overall benefit of activities.

Training of staff to ensure that analytical sample receipt, LIMS login, data entry and electronic transfers are done as required.

Participate in the preparation and evaluation of the annual drinking water O. Reg. 170 report as required by the Ontario Safe Drinking Water Act as well as the monthly summary reports for the Water and Wastewater Treatment Plants. Evaluate data and report analytical results to client as required.

Performs internal audits.

Provides verbal and written notification of exceedances and adverse water conditions to the MECP and MOH as required by the SDWA. Ensures appropriate follow up actions are carried out and participates in the preparation of follow-up reports.

Maintains electronic files and submits required analytical information to MECP and MOH as required by Ontario Drinking Water Regulations.

Receive and log-in samples in the computerized Laboratory Information Management System (LIMS), following the requirements of MOE licensed, SCC/CALA accredited laboratories. Allocate pricing as appropriate

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

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. Demonstrated knowledge of the theories and practices of chemical or related sciences usually obtained by the completion of a university degree in Chemistry or related Science and demonstrated work experience, or by completing a college diploma in chemistry or related science with demonstrated substantial work experience, or a relevant combination of education and work experience.
2. Proven experience working in an ISO accredited/MECP Licenced laboratory. Must be able to follow accredited laboratory protocols as well as have experience in maintaining a Laboratory Quality System
3. Demonstrated knowledge of Quality Assurance usually obtained by completing courses in Quality Assurance or by demonstrated work experience.
4. Experience with the maintenance and coordination of document and record control
5. Extensive experience in Laboratory Information Management Systems and software such as Word, Excel, Crystal Reports. Working knowledge of Access and Intelext preferred.
6. Experience performing database searches and exporting data in various formats.
7. Knowledge of environmental testing
8. Knowledge of the Safe Drinking Water Act and the associated Ontario Drinking Water Regulations.
9. Must have verbal and written communication skills, initiative, organization and ability to work in a team environment.
10. Possess ability for precision in details and have multitasking skills.
11. Excellent report writing, document control, record keeping, and presentation skills.

12. Experience in Project Management would be an asset