



## Job Posting

### About the CFPC

Representing more than 39,000 members across the country, the College of Family Physicians of Canada (CFPC) is the professional organization responsible for establishing standards for the training, certification and lifelong education of family physicians and for advocating on behalf of the specialty of family medicine, family physicians and their patients. The CFPC accredits postgraduate family medicine training in Canada's 17 medical schools.

**Our Mission:** Leading family medicine to improve the health of all people in Canada—by setting standards for education, certifying and supporting family physicians, championing advocacy and research, and honouring the patient-physician relationship as being core to our profession.

**Our Vision:** Leading family medicine. Improving lives.

**Our Values:** Caring; Learning; Collaboration; Responsiveness; Respect; Integrity; and Commitment to Excellence.

### We are recruiting for an Application Support Analyst

<b>Posting #:</b>	2020-32
<b>Department:</b>	Business Solutions
<b>Division:</b>	Information and Technology Services
<b>Reports to:</b>	Manager, Application Development & Support (interim)
<b>Classification:</b>	Support Staff
<b>Job Family:</b>	Professional/Knowledge Worker
<b>Status:</b>	Permanent
<b>*FTE:</b>	1.0
<b>Level:</b>	5

### Summary:

The Application Support Analyst is responsible for providing application support to internal CFPC staff and Chapter members and is a member of a dynamic team undergoing changes and IT service management evolution. The Analyst works closely with other members in IT to provide excellent support services for the College's growing portfolio of business solutions. Key responsibilities include help desk support, analysis, debugging and resolution of application issues.

## Main Responsibilities

Essential Duties include:

- Manage a fast-paced queue of help desk support inquiries and requests
- Triage help desk tickets and first level support for applications used by internal staff and members of the College
- Assess support inquiries in order to identify whether issues are system or user related
- Follow standard operating procedures to maintaining a consistent number of open/closed tickets and ensure adherence to established service level standards
- Hold and facilitate user sessions to review, prioritize, and gather facts for timely resolution of operational issues, ensure customer service satisfaction for users
- Incident and problem management – coordinate with others help desk support team members (e.g. Desktop, Infrastructure) to triage tickets, categorize and document qualified system issues, escalate break-fixes for second level support to development team, document resolution to knowledge base
- Investigate and analyze root causes of qualified system issues
- Contribute to continuous improvements on applications by providing inputs based on user feedback, identify and document opportunities for improvement based on user suggestions
- Act as the liaison between the internal teams and application vendors, track vendor related issues and escalate appropriately
- Keep users up to date regarding cases pending confirmation when applicable
- Contribute building data reports requested by CFPC business units (from Membership management system, SQL Database)
- Support with user acceptance testing, data migration, data integrity and quality assurance
- Maintain a high-level knowledge of the College's business activities and how all systems integrate with other platforms (i.e. other systems used in Finance, Exams, Self- Learning, Certificates of Added Competence, Continuing Professional Development, Research, Chapters, etc.)
- Assist with updating, revising, and uploading new approved bilingual content to various sections of the iMIS member portal
- Maintain and administer iMIS portal user access, licensing, and accounts
- Support/administer SharePoint-based intranet site
- Administer SharePoint, Kentico, Igloo and Survey Gizmo platforms, where required
- Create user manual and/or knowledge-based articles for IT business solutions team and other business units, where required

## Requirements:

- University degree or College diploma in a related field is desirable (Business or IT preferred)
- Minimum 3 years of web and Windows-based application, help desk support, and/or quality assurance experience
- Minimum 3 years of experience supporting enterprise applications using technology based on .NET, ASP.NET, C#, C++, XML, JavaScript, MS SQL (SSRS/SSIS), SharePoint, CMS platforms (WordPress, Kentico), and Software-as-a-Service application delivery models
- Minimum 3 years of experience and technical skills in creating database queries based on business requirements
- ITSM or ITIL training experience considered as an asset
- Experience in health care industry considered as an asset
- Minimum 2 years of experience with membership management systems (iMIS) or CRM - Familiarity with modules including content management, security, query development reporting, etc. would be an asset

- Excellent prioritization and organization skills, demonstrated ability to conform to shifting priorities, demands and timelines through analytical and problem-solving capabilities
- Ability to present technical issues to a non-technical audience
- Ability to effectively prioritize and execute tasks in a high-pressure environment is crucial
- Self-motivated with a proven ability to project a positive attitude
- Solid understanding of web-based application architectures
- Hands-on experience with Microsoft Office, screen capture, and help desk tools
- Excellent verbal and written communication skills with ability to express ideas clearly and effectively in English; French is an asset

#### Working Conditions:

- Open-concept office environment
- 8:00 a.m. – 4:00 p.m. or 8:30 a.m. – 4:30 p.m. or 9:00 a.m. – 5:00 p.m. Monday to Friday
- Flexible for occasional overtime as required

**If you share our passion, and are committed to living our CFPC Values**

**please submit a cover letter and your résumé referencing the posting# 2020-32 to: [careers@cfpc.ca](mailto:careers@cfpc.ca) by August 31, 2020.**

*The CFPC is committed to fostering a healthy and positive work environment. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, The CFPC encourages applications from all qualified candidates and will accommodate applicants' needs throughout all stages of the recruitment and selection process. If selected to participate in the recruitment and selection process, please inform Human Resources of any accommodation(s) that you may require to ensure your equal participation.*

*We thank all those who apply but only those selected for further consideration will be contacted.*

*\*Full-Time Equivalent*

