



Job Posting

About the CFPC

Representing more than 40,000 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 a Systems Specialist.

Posting #:	2021-15
Department:	Conferences and Events
Division:	Corporate Services
Reports to:	Director, Conferences and Events
Classification:	Support Staff
Status:	Contract (June 2021 – July 2022)
Job Family:	Professional/Knowledge Worker
*FTE:	1.0
Level:	5

Summary:

Identify overall program requirements for several new or existing areas requiring technical solutions. Competently review or establish current process, identify solutions, provide expert recommendations, develop Requests for Proposal (RFP), develop implementation plans, aid in implementation, test, evaluate and document all.

Responsibilities:

Essential Duties include:

Overall Responsibilities:

- Initiate, lead and develop systems to enhance the member experience and create efficiencies
- Contribute to developing technical plans and strategies to meet Family Medicine Forum (FMF) and CFPC goals
- Explore, discover, and implement technologies to improve internal and external processes
- Work with users, managers, director, and other departments to assess technical requirements
- Work with external vendors, staff, managers, and directors as needed to implement solutions
- Document and accurately describe the overall business objectives and current process
- Evaluate and provide insightful and knowledgeable suggestions for process improvement
- Identify opportunities and make recommendations on custom or packaged applications
- Discuss, propose, and recommend a variety of strategic options for feedback and collaboration
- Continually review, analyze, modify, and improve processes and systems
- Source, contract, test and monitor existing and/or new systems and solutions
- Document processes at every stage from setting business requirements through evaluation
- Oversee and lead relationships with several external technical vendors to ensure ongoing QA
- Provide direct member support for all escalated technical customer service issues
- Collect, compile, and analyze all relevant data and provide concise and meaningful reports
- Collaborate, support and work with staff, managers, CFPC staff, stakeholders, and members
- Effectively communicate ideas, strategies, and continuous improvement solutions
- Lead and train staff, members, and stakeholders to effectively utilize all systems, as needed

Core Areas: Include FMF Virtual Platform, registration system, abstract management system, virtual on-demand education platforms, live streaming, surveys, and other technical solutions as required

- Virtual FMF - Lead technical developer of virtual conference platform in Pathable and Zoom
- FMF Loved - Lead project manager for FMF LOVED Live On-demand Virtual Education program
- FMF - Plan and implement all requirements to support virtual education, events, and networking
- FMF Hybrid - Research and bring forward ideas to plan for hybrid FMF solutions
- MicroSpec - Lead FMF registration development, set up APIs with CMEMS and Pathable systems
- QA Testing - Assign, oversee and report on all QA testing, security, and system accuracy
- VIPs - Co-lead this program to analyze, recommend and implement solutions for VIP registration
- Financial - Accountable for financial reporting and transactional management for registration
- Alchemer - Advanced level survey creation, data review, analysis and developing reports
- Alchemer - Understand, learn, and train users on high level functions and reporting options
- Aventri - Provide technical support for FMF Sessions Lead for set up and reporting as needed
- Direct Credit entry - Extract mass data, audit, configure and import into Mainpro+ database
- Data Work - Extensive set up, tracking, extraction, analysis, and reporting requirements

- Data Audits - Compare registration and Pathable reports with extracted membership data
- Forecasting - Use past data extraction to forecast future attendees and predict revenues
- Vendors - Source, evaluate, contract and lead relations with several technical suppliers
- RFPs - Develop comprehensive RFPs as needed for technical solutions
- RFPs - Create and compile objectives, desired outcomes, and all in-scope requirements
- RFPs - Develop scoring matrix and compile a team of reviewers to participate in the process
- Present Solutions - Thoroughly explain proposed business solutions in non-technical terms
- Analysis - Effectively analyze, understand, and articulate financial and other considerations
- Accounting - Process contracts, payments and ongoing fees with Director review and approval
- Website - Work with Marketing Lead for fmf.cfpc.ca additions, edits, and improvements
- Marketing - Working with Marketing Lead to promote key programs and provide content
- E-blasts - Create, review via comms team, and send attendee communications via [fmfinfo](mailto:fmfinfo@cfpc.ca)
- Technical Support - Back up and tech support for member inquires via phone or fmfinfo@cfpc.ca
- Timelines - Develop implementation timelines incorporating requirements i.e. translation etc.
- Deadlines - Utilize timelines and work plans to prioritize and accomplish concurrent tasks
- Communicate - Ongoing project progress and timelines to C+E team, FMFWG and FMFC
- Meetings - Participate in C+E and other meetings to collect requirements and provide updates
- Liaise - As needed with IT, C+E and other CFPC project groups for tech solutions
- Train Users + Managers - On all required set up, functionality, maintenance, and requirements
- Train - Attendees, staff, speakers, and suppliers on all aspects of the Virtual FMF platform

For In-Person FMF only

- FMF App - Investigate options, implement, and oversee FMF app from inception to completion
- Onsite Lead - Oversee the onsite registration and scanning team in advance and onsite at FMF

Related duties:

- Ensure effective and professional communications with all internal/external contacts
- Develop and maintain collaborative relationships at all levels of the organization
- Work in accordance with all CFPC policies, procedures and processes, and all applicable legislation
- Work in accordance with all health and safety requirements
- Demonstrate behaviours aligned with the CFPC Values
- Demonstrate competencies aligned with the CFPC Competency Framework
- Contribute to delivering on the overall work plan of the department and strategic goals of the CFPC
- Participate on special projects as required
- Participate on internal staff committees or working groups as required
- Assist with the onboarding of new team members as required
- Support the team and collaborate with colleagues to ensure department needs are met including absence coverage and cross-training as required

Requirements:

- College diploma or university degree preferred in IT, tech, systems, or data science
- At least 3 years of experience in development / implementation of technical solutions
- Requires knowledge of advanced formulas and use of pivot tables /charts to convey reports
- Able to articulate advanced, multi-level queries within large data to extract relevant results

- Able to extract technical requirements for a diverse array of projects and develop supporting tools, systems, and reports to meet these goals on time and on budget
- Experience with registration and abstract platforms is an asset
- Experience with virtual hosting and streaming platforms is an asset
- Experience with virtual and / or hybrid event platform development is an asset
- Strong analytical and problem-solving skills
- Strong business skills are required to understand and assess all business systems
- Excellent at collaboration and incorporating a wide variety of diverse objectives
- Able to extract the essence of requirements, streamline and effectively meet all business needs
- Work with C+E leadership, external departments and other stakeholders as needed
- Verbal and written communication skills, with ability to express ideas and opinions clearly and effectively in English; French language would be an asset

Working Conditions:

- Open concept office environment (currently remote until October 2021)
- 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
- Occasional evenings and weekend may be required
- Extended working hours may be required in November 2021 during peak FMF time

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

Please submit a cover letter and your résumé referencing the posting #2021-15 to:

careers@cfpc.ca by May 19, 2021.

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*

