



## JOB OPPORTUNITY

### About the CFPC

The College of Family Physicians of Canada (CFPC) is the professional organization that represents more than 45,000 members across the country. The College establishes the standards for and accredits postgraduate family medicine training in Canada's 17 medical schools. It reviews and certifies continuing professional development programs and materials that enable family physicians to meet certification and licensing requirements.

The CFPC provides high-quality services, supports family medicine teaching and research, and advocates on behalf of the specialty of family medicine, family physicians, and the patients they serve.

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

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

**Our Goals:**

1. Advancing Family Medicine
2. One Unified Voice
3. Transforming the CFPC

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<b>Position Title:</b>	<b>Application Support Analyst</b>
<b>Vacancy#:</b>	<b>2026-04</b>
<b>Department:</b>	<b>Business Solutions</b>
<b>Division:</b>	<b>Information and Technology Services</b>
<b>Reports to:</b>	<b>Manager, Application Development and Support</b>
<b>Direct Reports:</b>	<b>No</b>
<b>Classification:</b>	<b>Individual Contributor</b>
<b>Status:</b>	<b>Contract Full Time</b>
<b>Term of Contract:</b>	<b>Until March 2027</b>
<b>Full Time Equivalent:</b>	<b>1.0</b>
<b>Salary:</b>	<b>\$76,967.28 to \$96,209.28</b>

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### Summary

The Application Support Analyst is a member of a dynamic team which undergoes continual changes and ever-evolving IT service management. At Sosh, the main role of the Application Support Analyst is to manage and provide application support services to both CFPC and chapter staff members and provide

fast resolution with minimum downtime. As a member of the IT Business Solution team, the analysts work closely with other IT members and vendors to provide incident management, problem management, release management, deployment management, data analysis and reporting (SQL, SSRS), training, quality assurance, business systems analysis, debugging and resolution of application-related issues at both operational and project levels. The Application Support Analyst is required to develop in-depth functional and technical understanding of key systems, IT and business processes, and integrations as this role is expected to assist business analysts, application developers, and IT management with information and support to help drive continual improvement.

#### **Main responsibilities include but are not limited to:**

- **Essential Duties**

Provide application support and training to staff ticket submissions.

Proactively provide application support, root cause analysis, incident management, and problem management for issues reported to the IT Business Solutions team to ensure minimal downtime. Works directly with application development team for high-priority critical issues and responsible for engaging with vendor support, as required.

- CRM and other applications-related issues:
  - Using SQL query creation, review logs, database tables, views, stored procedures, and functions while troubleshooting issues or looking for information.
  - Run SQL profiler to capture queries to aid in the analysis of reported issues and/or problems.
  - Run, edit, and create SSRS reports directly from Visual Studio.
- SharePoint/MS Teams.
  - Troubleshoot reported problems, create, edit, remove content, manage security access, create power automate workflows between apps and services.
- Knowledge-based articles: Author KB articles for incident management to provide insight on processes and how-tos for troubleshooting.

#### **System analysis.**

As a by-product of incident, problem management, department-specific processes, and specific project tasks, work directly with staff, development team, solution architects, and vendors, when required, to proactively identify documents and address system requirements and their impact with the goal of increasing technical efficiencies.

- Identify, gather, and document technical, functional, and non-functional requirements as well as the creation of test cases for example tax receipts, simplified renewals, and/or other application-specific enhancements requests.
- Identify test cases, ensure functionality, content, and data integrity for new SharePoint Online platform. Provide business analyst and data mapping documentation as well as identifying and exporting all transactional records required for the implementation of Blackbaud.

#### **Quality Assurance:**

- Assist business analysts with identifying, creating, and executing test case scenarios prior to the creation of change requests for deployment related to fixes and/or projects, and assist in mitigating risk and/or impact of changes by identifying these possibilities.

#### Deployment of Change Requests and Refreshing the Database:

- Create, review, and submit change requests (CR) documentation for review to director. Attend any required change advisory board (CAB) meetings to discuss major CR releases and to provide input where required.
- Deploy releases when/where permitted in conjunction with business analysts, developers, infrastructure team. Inform business department of uncommon releases and keep them up to date on progress. Post Implementation: Backup and refresh the database from time to time.

#### Data Analysis and Reporting:

- Create simple to intermediate reports via SQL, Excel, SSRS, for both internal IT management requests as well as non-IT college staff where needed.
- Work directly with either BI report developer or application developers to find solutions.
- Provide insightful data analysis to help identify trends and solutions for applications incidents, problems, and ad hoc requests.
- Utilize various tools: SSRS, Excel, SQL Management Studio, SQL Profiler, Data Import/Export, Power BI, and be capable to review, understand, and identify changes for SQL views, functions, and stored procedures.

#### • 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

- Undergraduate degree in Computer Science, Mathematics, Statistics or information Technology.
- Five (5) years of experience in Web and Windows-based applications, helpdesk support, and/or quality assurance .
- ITL Foundation Certificate in IT Service Management (Version 4+).
- Salesforce Certification, preferred.

- Verbal and written communication skills, with the ability to express ideas and opinions clearly and effectively in English.
- Advanced knowledge of SQL Server BI stack- Reporting and Integration Services, IQA queries.
- Intermediate knowledge of Microsoft Suite, Application development, Application software and Salesforce.
- Intermediate Ability to adapt to changing priorities, to present technical issues to a non-technical audience and work well under pressure.
- Advanced problem solving and analytical skills.
- Intermediate database management, prioritization, organizational skills.
- Intermediate abilities to create SQL Server database queries.
- *Core Competencies:* Continuous improvement, customer orientation, courage, stress tolerance, communication, collaborating, influencing, work standard, facilitating change.

### Working Conditions

- Flexible for occasional overtime as required.

This role is based in Mississauga, and the successful candidate may have the ability to work remotely in accordance with the Organization's policies and procedures dealing with remote and/or hybrid work arrangements in effect from time-to-time. In accordance with our Hiring Policy, at this time we are only considering applicants who live in the Greater Toronto Area. Our current hours of operation are Monday to Friday 8am to 5pm Eastern Time.

**There is a certain sense of job satisfaction that comes from working for a not-for-profit organization such as the College of Family Physicians of Canada (CFPC).**

**If you share our values and would like to join our team of dedicated professionals helping the CFPC achieve its mission, please submit a cover letter and your résumé referencing the vacancy# 2026-04 to: [careers@cfpc.ca](mailto:careers@cfpc.ca) by February 17<sup>th</sup>, 2026**

**We thank all those who apply for this opportunity. Only external applicants selected for further consideration will be contacted.**

*The CFPC is committed to equity, diversity, and inclusion in the workplace, and actively promotes a safe, healthy, and respectful work environment. Our hiring practices have been designed to ensure that applicants are protected from discrimination, human rights are respected, and individual needs are accommodated. We welcome and encourage applications from all qualified candidates regardless of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or disability.*

*Throughout the recruitment and selection process, please advise Human Resources if you require any accommodation(s).*