



is currently seeking a full-time
Business Analyst (contract)

Program Overview:

The eHealth Centre of Excellence works with clinicians to improve the quality of patient care through the effective use of innovative technologies. The Centre's founding vision is one of innovation and partnership: to create a collaborative space in which to share knowledge, develop best practices and enable technology to support improved clinical care. Critical to the success of eHealth initiatives is working with system partners to support priorities that ensure the best case for the residents of Waterloo Wellington.

Position Overview:

The eHealth Centre of Excellence is seeking an experienced Business Analyst to support local enabling technology initiatives. The Business Analyst will engage and work with multiple stakeholders to identify and solve business issues and document business rules which direct and constrain successful implementation. This role requires a strong ability to critically evaluate the information identified and present in the information with an appropriate level of detail. As a member of a project team, this position plays a key role in supporting local eHealth initiatives in the Waterloo Wellington LHIN.

Key Roles and Responsibilities:

- Work with the Project Manager to ensure requirements of the project are completed on time and in-scope
- Work with the stakeholders to identify and solve mutual issues in the delivery of services
- Responsible for the collection and analysis and documentation of business issues
- Utilize CRM tool and supporting analysis to plan, report and monitor project deliverables and stakeholder activities
- Work with stakeholders to develop, test, implement, adopt and provide ongoing support of deliverables
- Ensure that all clinical/business components of the work plan are successfully achieved
Responsible to meet project deliverables on time and on budget
- Status reporting to the Project Manager
- Other duties as assigned

Experience, Skills & Qualifications:

- Undergraduate degree in a related field
- Minimum of 5 years eHealth or health care experience in a business analyst role or equivalent combination of education and experience
- Experience with preparing reports and ensuring quality of reports and data
- Experience participating in eHealth strategy and implementation planning initiatives
- Business modeling and analytical skills

- High proficiency in Microsoft Office including Excel, SharePoint, PowerPoint and other applicable software
- Experience with Salesforce or other CRM
- Strong communication skills (written and oral)
- Strong ability to pay attention to detail
- Demonstrated interpersonal skills
- In-depth knowledge of relevant and best practices in business analytics from relevant methodologies
- Experience working in Waterloo Wellington LHIN an asset

If this position is of interest to you, please send your cover letter and resume to: Human Resources at hr@ehealthce.ca

Feel like you don't meet all the requirements? If you are passionate about advancing our health system and feel you have some of the skills and experience that we're looking for and are willing to learn the rest, we encourage you to apply.

The CFFM Care Innovations team is a respectful and inclusive workplace. Upon individual request, hiring processes will be modified to remove barriers to accommodate those with disabilities. Should any applicant require accommodation through the application, interview or selection processes, please contact Human Resources at hr@ehealthce.ca for assistance.

We thank all interested applicants; however, due to the volume of resumes we receive only those selected for an interview will be contacted.