**Position Title:** Technical Analyst – Project REACH
**Location:** Bayview Campus
**Reports to:** HIS Project Director, Technology, Infrastructure, Devices

**Position Summary:**

Sunnybrook Health Sciences Centre is a nationally and internationally recognized academic health centre with multiple sites across the Greater Toronto Area (GTA). We provide expert, compassionate care to patients across Ontario, deliver broad and specialized education to thousands of learners, and lead cutting-edge research that shapes the future of healthcare.

As part of a major digital and clinical transformation, Sunnybrook is launching Project REACH, a multi-year initiative to implement a new health information system (HIS) across all campuses and satellite sites. Project REACH is rooted in clinical transformation and care redesign. Led by the Clinical Informatics Team, the project aims to enhance patient care, improve clinical workflows, and better support our care teams.

The Technical Analyst will be an integral member of the Sunnybrook HIS (Hospital Information System) Implementation Project REACH Team, responsible for supporting the technical deployment, testing, go-live, and ongoing operational readiness of endpoint devices and associated technologies across clinical and administrative settings. The successful candidate will work closely with Tier 3 support, external vendors, service desk, and clinical teams to ensure the secure and reliable delivery of HIS infrastructure and services within a complex hospital environment.

**Key Duties and Responsibilities:**

* Collaborate with Tier 3 teams and external vendors to configure, deploy, and support endpoint user devices (desktops, laptops, tablets, printers, mobile devices) for HIS use.
* Support technical setup, testing, validation, and troubleshooting of HIS-related applications and interfaces across various clinical departments.
* Ensure all device configurations comply with Information Services policies, security standards, and change control procedures.
* Provide technical support for HIS go-live activities including on-site troubleshooting, device remediation, user support, and escalation coordination.
* Work with the Service Desk to manage project-specific service requests, incident tickets, and status updates.
* Perform connectivity setup and verification, including cabling, LAN connectivity, paging, Wi-Fi, VoIP, and telecom device support.
* Assist with provisioning, deployment, and management of mobile devices (Apple iOS, Android) for clinical use.
* Contribute to the development and documentation of technical knowledge objects, standard operating procedures (SOPs), and support materials.
* Maintain accurate asset inventory and ensure proper tagging and documentation of devices.
* Escalate unresolved technical issues to appropriate support teams or vendors, ensuring timely resolution.
* Identify potential technical risks and assist in developing mitigation plans for deployment challenges.
* Track assigned tasks and report status regularly to project management and technical leads.
* Provide support for clinical simulation testing, user acceptance testing (UAT), and integrated workflows.
* Assist with integration of peripheral clinical devices (e.g., barcode scanners, label printers, dictation devices) into HIS workflows.
* Ensure systems and endpoints meet accessibility and usability standards for patient care environments.
* Perform other related duties as required in support of the project.

**Education & Certifications:**

* College diploma or university degree in Computer Science, Information Technology, Health Informatics, or related field.
* CompTIA A+ and Network+ certification (or equivalent experience).
* Microsoft 365, Apple Certified Support Professional, or other relevant IT certifications considered an asset.

**Technical Expertise:**

* Strong experience with Windows operating systems (installing, configuring, upgrading, and supporting).
* Proficiency with Apple devices including macOS, iPads, and iPhones; knowledge of Android OS support.
* Solid understanding of desktop/laptop hardware components, peripherals, and printers.
* Experience supporting virtualized environments (VMware, Citrix, or similar).
* Familiarity with Entra ID (Azure Active Directory), Microsoft 365 suite, and administration portals.
* Good understanding of VPN technologies and remote connectivity.
* Strong grasp of networking concepts including TCP/IP, DNS, DHCP, wired and wireless troubleshooting.
* Experience with clinical mobility solutions (e.g., WOWs – Workstations on Wheels, secure messaging apps).

**Soft Skills:**

* Exceptional problem-solving and analytical skills with the ability to troubleshoot complex technical issues.
* Excellent organizational and documentation skills with attention to detail.
* Strong interpersonal skills and ability to communicate effectively with clinical and non-clinical users.
* Ability to work independently and as part of a multidisciplinary team in a fast-paced environment.
* Comfortable working in patient care environments and understanding the importance of clinical uptime.

**Preferred Experience:**

* Previous experience supporting large-scale HIS or EMR implementations (e.g., Epic, Cerner, Meditech, etc.).
* Familiarity with ITIL practices and hospital IS service management frameworks.
* Experience in healthcare or hospital IT environments is strongly preferred.
* Working Conditions may require occasional evening/weekend work, especially during go-live and cutover periods.
* Ability to travel between hospital sites or clinical locations as needed.
* May involve physical activity including moving and setting up computer hardware.