**Job Summary and Qualifications:**

**Job Title**: DevOps Analyst

**Department**: Sunnybrook Research Institute (On-site)

**Overview**: Reporting to the Manager, Research Computing, the DevOps Analyst is a versatile professional with a strong mix of technical and communication skills to support and optimize critical applications and infrastructure across the SRI. This role combines application support, web and database programming, server management, and process automation with the ability to effectively communicate and present to diverse stakeholders. This role requires close collaboration with cross-functional teams to support data-driven decision-making and maintain application stability.

**Responsibilities (but not limited to):**

**Application Administration and Database Support:**

* Manage daily administration for REDCap and other enterprise applications, including user requests, project setup, and application management.
* Develop and maintain databases using open and closed source technologies such as Access, SQL Server, and VBA programming for automation and reporting.
* Familiarity with open-source programming languages and server administration is critical.
* Provide support for application-related inquiries.

**System Maintenance and Upgrades:**

* Perform version upgrades and quality testing, running scripts and managing system improvements across multiple applications.
* Support API integrations and implement scripts for automation and data flow management.
* Perform system and application upgrades, apply security patches, and manage quality testing.

**Database Management:**

* Maintain and support databases for clinical trial, finance, and operational functions, ensuring efficient data management and system performance.
* Handle data requests, API integrations, and bug fixes for various custom databases.

**Data Reporting and Analysis:**

* Extract, compile, and deliver data reports for internal and external stakeholders, including periodic updates for university and research partners.
* Manage database uploads and ensure accurate program code updates for reporting requirements.
* Automate reporting processes and ensure accurate program code updates for reporting requirements.

**Collaboration and Communication:**

* Work closely with finance, research, IT team, and operational teams to streamline workflows and enhance system functionalities.
* Identify and implement opportunities for process automation and improved data management.
* Organize and support virtual user support events, ensuring effective technical delivery and engagement.

**Continuous Improvement**

* Identify opportunities for automation, improved data management, and workflow optimization.
* Contribute to process improvements, knowledge sharing, and system documentation.

**Qualifications/Skills**

The ideal candidate will have the following qualifications:

* Bachelor’s degree in computer science, computer engineering, Information Systems, or a related field (or equivalent experience).
* Minimum 3 years of experience in DevOps, application support, or database management.
* Proficiency in relational databases (MySQL, Postgres, MS Access, SQL Server) and programming with PHP, JSON, .NET, Python, JAVA, VBA and scripting languages.
* Experience with REDCap administration is an asset.
* Experience with web-based application management, server-side scripting, and API integrations.
* Experience with system upgrades, patch management, quality testing, security best practices, and quality testing.
* Excellent problem-solving and analytical skills.
* Strong communication and presentation skills, with experience engaging stakeholders and organizing virtual events.
* Ability to manage multiple projects, prioritize effectively, and deliver results in a fast-paced environment.