

We would like to thank all candidates for expressing their interest. Please note that only those selected for interview will be contacted. **NO PHONE CALLS, PLEASE.**

In-Common Laboratories is an equal opportunity employer.

We offer accommodation for applicants with disabilities, as required, during the recruitment



ICLabs.ca

**APPLY BY NOVEMBER 16, 2018**

To: shamsakhundova@iclabs.ca

## INTERFACE SPECIALIST, LABORATORY INFORMATION SYSTEM

- **Full-Time Position reporting to the Vice President of Corporate Services**
- **Competitive Salary**
- **Comprehensive benefits package, including private pension plan**
- **Based in Toronto (Don Mills/Eglinton)**
- **Operational Focus: Client and supplier interface support and connectivity, troubleshooting, and technical consultation**

In-Common Laboratories (“ICL”) is recruiting for the full-time role of **Interface Specialist**, Laboratory Information System (“LIS”), to assume responsibility for client and supplier connectivity solutions. An experienced individual is needed to:

- Support multiple existing interfaces between ICL and its client hospitals and ensure uninterrupted connectivity;
- Oversee the efficient development, testing and implementation of new client hospital interfaces;
- Liaise with interfaced clients to troubleshoot and correct system errors;
- Assist with upgrades and changes; and
- Continually look for new ways to develop and implement improvements.

In this role the successful candidate will be required to:

- **Maintain current and implement new interfaces.** Prior hands-on experience with testing, implementation and ongoing support of HL7 hospital laboratory interfaces will be crucial to succeed in this role. Experience with interfacing of LIS systems is required.
- **Liaise with interfaced clients to troubleshoot errors and assist with upgrades.** The ability to quickly grasp complex information and triage issues with clients is important for success in this role. Prior experience with interface engines and scripting language is required.
- **Continually look for new ways to develop and implement improvements to existing interfaces.** Take initiative to look for efficient and effective ways to nurture client relationships for value-add opportunities.
- **Have frequent interactions (phone/in-person) with hospitals, information system managers, other LIS specialists, and vendors.** Ability to establish a dialogue, good listening, negotiation and persuasion skills will be essential to thriving in this role. The ability to communicate issues with clarity and simplicity both verbally and in writing is important together with strong consensus building skills.
- **Maintain detailed documentation of all interfaces and their configurations.** Prior experience with compiling technical information is important.
- **Bring energy, initiative, strong analytical and technical skills, and become a dynamic addition to the IT team.** The ability to work in a team to achieve and maintain effective balance among business expectations and priorities will be essential. Experience in organizing work and keeping on top of evolving business demands will be paramount. We are looking for an enthusiastic player with a “can-do” attitude.

To succeed in this role, the candidate will absolutely need to:

- Have a thorough understanding of HL7;
- Have experience with LIS;
- Meet the educational requirements as stated in this description or at minimum have a degree in Computer science;
- Understand the complexity of information flowing from different sources;
- Be able to troubleshoot and consolidate complex information; and
- Be able to self-manage workload and multi-tasking.

## Overview of Major Responsibilities

- Test and maintain current interfaces;
- Plan, document and implement new interfaces;
- Liaise with interfaced clients to troubleshoot and correct system errors;
- Assist clients / suppliers in the development, testing and implementation of LIS upgrades and changes;
- Continually develop and implement improvements to existing interfaces;
- Use new tools to efficiently develop, test and implement new interfaces;
- Provide technical consultation during interface feasibility phase;
- Work with all internal and external stakeholders to understand requirements for connectivity and look for efficient and effective solutions;
- Maintain current and detailed documentation of all interfaces and their configurations;
- Assist with coordination of interface projects;
- Report on the status of interface projects, identify issues, assess the impact and proactively recommend solutions;
- Provide interface support for regulatory and compliance activities; and
- Nurture and leverage client relationships to create value-added opportunities.

## Knowledge/Skills/Abilities/Other Characteristics

The prospective candidate will have most of the following:

- Bachelor's degree in Computer Science or equivalent;
- 5+ years of LIS experience; hands-on experience implementing HL7 interfaces/integration;
- Experience with interface engines and scripting language;
- Experience with application software testing;
- Preparation of test plans and test data;
- Knowledge of standard industry processes and methodologies;
- Good analytical and technical skills;
- Ability to communicate in French would be an asset; and
- Strong verbal, written and reasoning skills.

We are looking for a candidate who is:

- Motivated and results-oriented;
- Punctual, reliable and honours commitments;
- Willing to embrace changes and go an "extra mile" to find a solution that works for a client;
- Able to manage time effectively and handle workload;
- Able to communicate issues with clarity and simplicity; and
- Able to work both independently and within a team environment.

## About ICL

ICL is a private, not-for-profit Canadian corporation operating since 1967 and operates Canada's only national lab referral coordination network. Over 500 Canadian hospital clients and their patients benefit by using ICL's services for their lab tests. ICL now supports a Naturopathic Doctor Line of Business across Canada with a comprehensive test menu and web portal connectivity. The ICL Information Systems portfolio includes the Orchard Harvest, Copia LIS systems and SAGE 300 system.