



IDENTIFICATION

Department	Position Title	
Health and Social Services	Information System Analyst	
Position Number	Community	Division/Region
49-11270	Yellowknife	Child and Family Services/HQ

PURPOSE OF THE POSITION

The Information System Analyst interfaces with all Child and Family Services (CFS) management and frontline staff and programs to ensure data integrity of the CFS electronic information system, and to support user access and utilization. This position supports users to safeguard the validity and dependability of system information for case management, reporting purposes and to ensure CFS program compliance with legislative and policy requirements.

SCOPE

Located in Yellowknife, the Information System Analyst (Analyst) reports directly to the Manager of Strategic Projects and Initiatives. This role supports the advancement of the CFS system within the Department and the Health and Social Services Authorities, and under the authority of the Territorial Executive Director of Child and Family Services, also referred to as the "Statutory Director" of both CFS and Adoptions. The CFS system provides care and support to children, youth, and families across the NWT through programs and services legislated by the NWT *Child and Family Services Act*, NWT *Adoptions Act* and the Federal *Act respecting First Nations, Inuit and Métis children, youth and families*.

CFS depends on the integrity and availability of a robust electronic information system to ensure appropriate business functionality and effective data collection. The Analyst provides application and data support to all users, supports CFS business processes and case management, and ensures that appropriate quality assurance processes are implemented in order to document, identify and address user compliance issues or challenges. The Analyst ensures that technical process requirements are communicated to users and monitors compliance. As well, the Analyst works with the Clinical Information Analyst to implement system updates to ensure that users are able to effectively navigate and use the system in their day-to-day case management with children and their families. The incumbent supports the CFS staff through training and education.



This position works with all system CFS staff to ensure that data is recorded accurately and in a timely manner. The incumbent monitors data entry compliance by all users and provides recommendations for improving compliance, and will also troubleshoot user and system issues, and implement quality improvement processes with users, based on new enhancements to the information system. The incumbent provides recommendations on how the electronic system can be enhanced to improve user compliance and experience.

The Analyst will be required to implement business solutions to enhance system reporting quality, reporting and user experience, and will play a key role in ensuring that the information system is being used appropriately and to full capacity. In collaboration with the Clinical Information Analyst, the incumbent will interface with key system leads, including but not limited to HSSA territorial leads, quality specialists, information health technology technicians/specialists, and epidemiology, to fix and address deficiencies in the information system, enhance user experience, and improve/develop information system and/or process solutions. The Analyst has a detailed understanding of legislative, policy and program requirements, and an understanding of CFS business requirements. The incumbent will be called upon to recommend and implement a wide range of change management strategies and processes to assist with management and frontline transition and acceptance of new business processes and technology solutions.

One significant challenge faced by governments is that mainstream organizations, like health and social services, cannot be separated from the legacy of colonialism and anti-Indigenous racism in Canada. In health and social services settings, present day anti-Indigenous racism or systemic racism, impacts access to services, quality of care and health outcomes for Indigenous peoples. This also results in a system that inherently privileges the ideas, needs and norms of the dominant white settler population, including the privileging of western knowledge over Indigenous approaches and ways of knowing.

The HSS system is committed to addressing anti-Indigenous racism and promoting cultural safety and anti-racism. DHSS staff are expected to honour and promote a culturally safe and anti-racist environment at all times and to interact with clients, families, community members, partners and colleagues in a relationship-based approach. This involves being tactful, respectful, self-aware and humble in order to develop and maintain ongoing and trusting relationships.

RESPONSIBILITIES

- 1. Provides technical expertise on the development and implementation on solutions/projects and new features to ensure the electronic system meets the changing landscape of CFS and the needs of users**
 - Tracks system performance issues and recommends strategies to address these issues.



- Provides technical expertise on the scoping requirements and advice on the development and implementation to new CFS electronic information system releases/improvements.
- Recommends process changes for the information system in collaboration with clinical and IT stakeholders.
- Tests custom-made or vendor supplied software.
- Develops user-friendly guides and communication to all users.
- Monitors implementation of new releases; and provides recommendations for improvements, such as technical fixes and education/supports to users.

2. Oversees data integrity of the CFS information system to enable system-level decisions around service delivery; case management decisions; and maintenance of the child/youth's historical CFS records.

- Leads the analysis and presentation of monthly data reports to inform actions and decision making within the Authorities and CFS senior management, which includes, but not limited to, integrity issues and service-level monitoring.
- Provides expertise at the Matrix NT Working Group to ensure data integrity for children's and youth's CFS records.
- Tracks data integrity issues and recommends mitigation processes/strategies.
- Compiles data from data sources (such as database systems); performs data quality analysis and provides feedback to the Clinical Information Analyst.
- Develops, implements, and monitors quality improvement/assurance initiatives to address data integrity issues.
- Works collaboratively with the vendor and other key stakeholders to develop and implement solutions to improve data integrity and system performance.
- Provides technical support to users in correcting information or errors, within required business processes.

3. Manages security and control practices related to the CFS information system

- Oversees the authorization and administration of Roles Based Access and Security in accordance with the established policy.
- Implements appropriate data collection, storage and management practice improvements that enhance data usage and facilitates monitoring requirements.
- Conducts or facilitates the implementation of user audits in accordance with formal established system auditing processes.
- Monitors system utilization and identifies data breaches, inappropriate use, and provides recommendations for mitigation to management.
- Assists with the investigation of possible system breaches and assists management in determining the course of events.



4. Provides technical advice to all users of the CFS electronic information system to ensure effective, accurate and efficient utilization.

- Provides formal and informal training, support, and education to all system users.
- Troubleshoots user issues and develops solutions that may be tailored individually or to all users.
- Supports the implementation of user feedback surveys in collaboration with key stakeholders on their experience with technology, information, business processes, and uses this feedback to enhance these areas.
- Provides education and expert information system advice to management and frontline CFS staff to ensure adherence to business processes, rules, and system requirements.
- Provides technical advice to Management to ensure that business processes, and user experience are appropriately considered in relation to managerial, clinical or operational decision making.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

The incumbent is susceptible to vicarious trauma through frequent exposure (2 to 3 hours a day) to case level information of protection files and protection investigations for the entire Child and Family Services system.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of business related to delivery of child and family services programs and IS/IT technical requirements to support program needs.
- Skills relating to data analysis and presentation (i.e., charts and graphs).
- Proficient Microsoft Excel skills.
- Knowledge of systems analysis and design.
- Knowledge of quality assurance and risk management practices.
- Knowledge of testing procedures associated with application systems.
- Knowledge of continuous quality improvement processes.



- Computer technology skills and abilities including the ability to review, troubleshoot, maintain complex software, and diagnose technical problems experienced by users.
- Written and oral communication skills including listening, observing, identifying and reporting.
- Organizational skills, including time management, analytical, facilitation and presentation skills along with the ability to prioritize complex issues.
- Conflict management/resolution skills.
- Assessment skills with respect to clinical presentation.
- Ability to use analytical and rational thinking in addressing problems.
- Ability to troubleshoot, repair, and maintain complex software.
- Ability to train end users.
- Ability to estimate, plan, and report on project timelines.
- Ability to collaborate with, oversee, and evaluate contractors.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

A degree in information technology, and two (2) years of experience in supporting information systems, information management, system user support and data analysis.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Position Security

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) Intermediate (I) Advanced (A)

READING COMPREHENSION:

Basic (B) Intermediate (I) Advanced (A)

WRITING SKILLS:

Basic (B) Intermediate (I) Advanced (A)

- French preferred



Indigenous language: Select language

- Required
- Preferred