

Systems Analyst 12-18 Month Maternity Leave Contract

Jewish Family & Child is a multi-service, client-centered agency, family service, and a Children's Aid Society supporting the healthy development of individuals, children, and families; we are seeking a **Systems Analyst** to provide end-user support, define and analyze system problems, and design and test standards and solutions for the Agency.

RESPONSIBILITIES:

- ❖ Assist in end-user support for case management systems such as Matrix and CPIN.
- ❖ Define application problems by conferring with systems users; evaluating procedures and processes.
- ❖ Develop solutions by preparing and evaluating alternative workflow solutions.
- ❖ Support and provide training for in-house applications.
- ❖ Respond to help desk requests for internal case management application support.
- ❖ Ensure accurate collection of and compliance with case management data and guidelines by training system users.
- ❖ Identify areas in need of quality control, staff training, and ongoing systemic monitoring.
- ❖ Provide administrative and coordinating support in relation to data and case file management duties.
- ❖ Perform other duties as assigned.

QUALIFICATIONS:

- ❖ Post-secondary degree or diploma in a technology related field with a background in system administration, database administration, systems support, or related field.
- ❖ Minimum of three years' experience in data and case file management systems.
- ❖ Experience with Matrix and/or CPIN considered a strong asset.
- ❖ Experience writing manuals and other documentation.
- ❖ MS Office advanced experience.
- ❖ Strong analytical/problem solving skills.
- ❖ Excellent communication and interpersonal skills.
- ❖ Knowledge of French language will be considered an asset

If you are interested in applying for this position, please visit <https://www.jfandcs.com/career-opportunities> submit your résumé and cover letter. This position will remain active until it is filled.

JF&CS is conveniently located at 4600 Bathurst Street in Toronto. On the premises you will find free parking, a daycare centre and a gym (with subsidized membership).

Jewish Family & Child is committed to the principle of equal opportunity employment. Accommodations during all phases of the hire process will be made wherever possible. Please advise us if any accommodations are required.

We thank all applicants for their interest; however, only those considered for an interview will be contacted.

To learn more about Jewish Family & Child, please visit: www.jfandcs.com | www.facebook.com/jfandcs