

# Employment Opportunity

INTERNAL AND EXTERNAL POSTING



POSITION	PROGRAM	DETAILS
Client Information Systems Administrator (CIS)	Community Services	Full Time
NUMBER OF POSITIONS	DURATION	SALARY
1	Permanent	\$67, 258 - \$71, 987

Banyan is a not-for-profit organization that has provided quality services to the youth justice, children, and senior's community support sectors since 1978. Banyan is committed to improving the mental, physical, and social well-being of at-risk populations in our service areas of Hamilton, Niagara, Brant, Haldimand, Norfolk, and Wellington.

## PURPOSE OF THE POSITION

Reporting to the Director, Community and Professional Practice, and in accordance with Banyan Policy & Procedure, the CIS Administrator is the subject matter expert and primary point of contact for Banyan's Client Information System (CIS). The CIS Administrator ensures the database is functioning effectively, creates SQL queries and custom reports, and provides data and reports to enhance effective operations and achieve strategic goals of the organization.

## POSITION RESPONSIBILITIES

### 1. CIS Administration

- Coordinate system upgrades.
- Investigate system performance issues and give feedback/coordinate solutions with the CIS provider.
- Manage user access to the CIS, including adding/removing users, and configuring security roles in alignment with privacy requirements.
- Develop and maintain user manuals for each program in the CIS.
- Train users and respond to user requests for assistance with the CIS.
- Collaborate to continuously improve the efficiency of operations, the user experience, and the quality of data captured in the CIS.

### 2. Data Management

- Collaborate to understand/assess the operational and data collection needs of Management and other audiences.
- Configure the design of programs in the CIS to ensure effective user functionality and to capture data in alignment with identified needs.
- Create and implement custom data collection tools in the CIS, such as user defined tabs and webforms.
- Regularly audit the data collected to identify and investigate duplicates and exceptions.
- Obtain copies of the database from the CIS provider on a quarterly and ad hoc basis.

### 3. Reporting

- Collaborate to understand/assess the reporting needs of Management and other audiences.
- Create, test, and verify the accuracy of SQL queries in alignment with reporting needs.
- Create and implement custom reports in the CIS (scheduled and ad hoc).
- Develop procedures and scripts for data migration.
- Provide timely and scheduled reporting to Management and other audiences.

### 4. Other Responsibilities:

- Provide back up and vacation coverage for the Banyan IT helpdesk.
- Act as a support to the Quality department in meeting the reporting and analytical needs of the organization.
- Help to identify risks by reporting all incidents and near misses following Banyan policy.
- Prevent or minimize risk to youth, clients, themselves, and the organization.

## ROLE COMPETENCIES

- **Technical Skills:** Basic programming skills and ability to create advanced SQL queries are required.
- **Team Player:** Works collaboratively within teams and across departments.
- **Change Implementation:** Ability to lead and champion change in a positive way.
- **Implementing Decisions:** Effective utilization of resources to achieve goals and requirements.
- **Problem-Solving Skills:** Identify and analyze problems so that viable solutions are found.
- **Managing Multiple Priorities:** Ability to remain calm and multi-task within a multi-disciplinary environment.
- **Analytical Skills:** Ability to understand, analyze and reconcile information and avoid errors.
- **Time Management Skills:** Ability to accomplish tasks within specified timeframes.

## QUALIFICATIONS

- University Degree in Computer Science, Information Technology or related discipline.
- Five (5) years experience generating custom reports from a SQL database, working as a database administrator, system administrator or similar.
- Demonstrated exceptional proficiency in SSRS.
- Basic programming skills (HTML, JavaScript).
- Experience in researching, defining, documenting, and implementing technical solutions for Client Information Systems, and managing application customizations and enhancements while adhering to industry best practices.
- Experience training users on custom software.
- Experience with producing and analyzing a variety of CIS reports.
- Excellent time management skills and ability to work independently on on-going assignments.
- Strong interpersonal and teamwork skills with a proven track record in building and maintaining cross-functional relationships.
- Solution focused, analytical and logical.
- Willingness to learn and contribute to solutions as a team member.
- Proficiency with Microsoft Office Suite.
- Provide and maintain an acceptable Criminal/Vulnerable Sector Record.

## WORKING CONDITIONS

- The CIS Administrator will conduct business from the designated office where standard office working conditions and the use of standard office equipment will apply.
- Hours of work will fall within normal business hours; however, occasional evening and weekend hours may be required based on organizational needs.
- May be required to travel between program sites.
- On-call may be required occasionally for CIS and IT Help Desk.

**PLEASE FORWARD YOUR RESUME AND LETTER OF INTEREST BY NO LATER THAN FEBRUARY 28, 2023 TO:**

Banyan Community Services  
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Hamilton, ON L8V 1M1  
[recruit@banyancs.org](mailto:recruit@banyancs.org)

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