

# Job Posting



<b>Job Title:</b>	Applications Analyst, Lab		
<b>Team:</b>	Ancillary Applications Build Team	<b>Reports To:</b>	Ancillary Applications Build Manager
<b>Location:</b>	Work from Home	<b>Travel Required:</b>	Occasionally
<b>Salary:</b>	\$82,875 - \$103,584	<b>Salary Grade:</b>	NMB20
<b>Status:</b>	Full Time	<b>Term:</b>	Temporary to approximately March 31, 2027

How to Apply	
Posting Number: OH2026-18	Number of Positions: 1
Posting Date: June 5, 2026	Closing Date: June 26, 2026
Please apply with a resume at: <a href="https://onehits.ca/join-our-team/">https://onehits.ca/join-our-team/</a>	

About ONE HITS
<p>ONE Health Information Technology Services (ONE HITS) is a not-for-profit shared service organization dedicated to delivering integrated, scalable IT solutions to healthcare partners across Northeastern and Northwestern Ontario. Our core services include:</p> <ul style="list-style-type: none"><li>• Build and maintenance of the Hospital Information System (HIS) and supporting software</li><li>• System infrastructure management</li><li>• Level 2 helpdesk support</li><li>• HIS and infrastructure upgrade services</li><li>• Service level metrics and reporting</li><li>• A range of optional, non-mandatory services</li></ul> <p>Currently, ONE HITS supports a unified Electronic Health Information System (HIS) live in 23 hospitals across Northeastern Ontario, with 12 additional hospitals in Northwestern Ontario currently in the early stages of their transition to a shared system.</p> <p>With the vision of connecting health, improving outcomes, ONE Health Information Technology Service (ONE HITS) empowers healthcare partners with integrated services that drive better outcomes, enhance collaboration and enables innovation.</p> <p>Our core values, <b>Accountable, Bold, Collaborative, Dynamic,</b> and <b>Resourceful</b>, guide the way we work and lead. They shape our culture, influence our decisions, and reflect the standards we hold ourselves to every day.</p> <p>ONE HITS offers a fully work from home experience, a modern corporate team dynamic, a comprehensive wage and benefits package and HOOPP Pension Plan to employees.</p>

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We are currently seeking an experienced Lab Applications Analyst to join our Ancillary Applications Build Team for our current Wave 3 expansion project. A detailed job description follows.

## Job Purpose

Laboratory Applications Analysts support the implementation, maintenance, and optimization of the electronic health record (EHR) Laboratory system, ensuring reliable, compliant, and efficient operations for member sites.

Laboratory Applications Analysts are assigned primarily to either the laboratory systems team (operations) or a project team to support the effective functioning and advancement of our EHR system.

In operations, they investigate and resolve system issues, manage service desk tasks, perform system monitoring and maintenance, support testing and training, and collaborate on policies, procedures, and compliance requirements.

In projects, they assist with module design, configuration, workflow analysis, interface and system build, testing, training, and implementation of new environments and or functionality.

Analysts also participate in governance committees, cross-team collaborations, and on-call support, fostering strong relationships with end users and ensuring the effective delivery of system services and enhancements.

## Roles and Responsibilities (Subject to Change)

### Operational Team Duties

- Investigate and resolve system issues
- Monitor lab system jobs and interfaces
- Manage service desk tasks and tickets, communicate resolutions to customers
- Intake new requests and triage requests from participating sites and other teams
- Participate in change request evaluations, approvals and deployment of system changes
- Completes system update related testing as required
- Works with key users and team members in testing new functionality of the application when installed.
- Collaborates on policies and procedures pertaining to the use of hospital information system applications.
- Performs routine system maintenance and auditing checks
- Maintain training materials for site users
- Works with specialty teams as needed, collaborating on interface issues, report requests, etc.
- Maintains knowledge of legislation, professional, hospital and accreditation standards and incorporates into information systems.
- Participate in committees and work groups as assigned
- Participate in on call support rotation for regional issues/incidents after hours



## Project Team Duties:

- Attends and delivers training sessions as required
- Participates in the design, development, and maintenance of their Meditech module dictionaries, parameters, processes, and data screens
- Builds application maps, tables, dictionaries and module content
- Collaborates with the technical team on lab interface build and testing
- Participates in workflow analysis and process design
- Participates in system testing and acceptance processes
- Collaborate with training lead on training content and curriculum
- Works with technical teams on meeting any connectivity and data conversion requirements.
- Collaborate with the Project management office on project status reports and project tracking.
- Participates in workflow analysis and process design

## Education, Certifications and Licensing

- College diploma or university degree in a relevant healthcare field. Preference for medical laboratory technologist certification
- Member in good standing with the CMLTO preferred
- Certification in ITIL is an asset
- Certification in project management is an asset
- Certification in change management or continuous improvement is an asset

## Experience

- Must have application support experience relevant to this role, preference for Meditech experience
- Preference will be given to candidate with at least 2 years of experience working in a hospital laboratory environment
- Experience in project management is an asset
- Experience in change management or continuous improvement is an asset

## Knowledge, Skills and Ability

- Knowledge of best practices related to IT and application support.
- Knowledge of healthcare and hospital business practices, programs, privacy and confidentiality.
- Ability to develop and maintain good working relationships and interact positively and productively with teams across organizational and regional setting.
- Demonstrated proficiency with use of Office Suite application - Office 365.
- Well-developed and proven organizational, problem solving, analytical, and customer service skills.
- Effective verbal and written communication skills, including the ability to create and deliver effective presentations to stakeholders.

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- Knowledge of and adherence to organizational policies and procedures.
- Understanding of ONE HITS Mission and Vision.
- Occasional travel may be required.
- Ability to use tact and discretion in dealing with sensitive issues and confidential information.
- Flexibility and availability to address issues outside of regular business hours.

## Working Conditions

- Work from home office environment
- 37.5 hours per week
- Occasional on call, evening and/or weekend work as required
- Occasional travel may be required

## Accountability Statement

ONE HITS is committed to fostering a culture of accountability, safety, and professionalism. All employees are responsible for adhering to ONE HITS policies and procedures and for performing their duties in alignment with the organization's mission, vision, and values. Team members are expected to uphold high standards of conduct, integrity, and performance in all aspects of their work.

ONE HITS is also dedicated to maintaining a safe and healthy work environment. Employees are expected to maintain workspaces that support safe ergonomics, reduce hazards, and promote overall well-being. All staff must follow applicable health and safety guidelines, promptly report any work-related injuries or concerns, and participate in required safety training. The organization will provide reasonable support, resources, and guidance to help ensure a safe working environment in accordance with relevant policies and legislation, including for remote work settings.

Employees are further responsible for strictly adhering to all privacy and security policies and practices. This includes safeguarding confidential information, upholding data protection standards, and following all protocols designed to ensure the security and integrity of organizational systems and member and patient information.

As part of shared organizational responsibility, all staff at ONE HITS contribute to the effective onboarding, support, and training of new personnel as needed. This collective commitment ensures continuity, teamwork, and the consistent delivery of high-quality services across the organization.