



POSITION TITLE AND DESCRIPTION

RITHIM PRAS and Training Officer



Salary Range: \$75,000-\$85,000

Application Deadline: 4:00pm CST, Friday, August 19, 2022

Submit CVs and Cover Letters to: cfrancisco@researchmb.ca

Anticipated Start Date: Monday, September 19, 2022

OVERVIEW

The Research Improvements Through Harmonization in Manitoba (RITHIM) PRAS and Training Officer is an important role in the newly launched and rapidly evolving RITHIM program, with a specific focus on supporting the transition to and maintenance of the new electronic Provincial Research Administration System (RITHIM PRAS). The PRAS and Training Officer is part of a team responsible for facilitating the privacy, ethics, and institutional impact review of health research applications through a new streamlined provincial review process and which is supported by the electronic system.

The PRAS and Training Officer will be a great communicator, who is able to translate between the business needs of the health research approvals environment and the technical requirement of the electronic system. They will adopt a continuous improvement approach by working with the stakeholder groups and staff to understand how well the system is working, make suggestions for improvements and work with our software partners to implement those changes. They will oversee and maintain a responsive help desk and offer frequent education and training opportunities to the community that keep pace with the rapidly changing research environment. This position reports directly to the RITHIM Manager.

PROFESSIONAL QUALIFICATIONS

This position requires an individual highly skilled in business analysis, application analysis, application administration, application testing, information technology service management (help desk) and relationship building. Interpersonal communication and active listening skills are imperative. Maintaining a thorough understanding of research approval processes in Manitoba and Canada is a basic function of this position. The ability to translate business needs into technical requirements and to help users gain the optimal experience with RITHIM PRAS is considered essential.

PERSONAL ATTRIBUTES

This position is ideally suited to an individual who is a confident, clear thinker. The PRAS and Training Officer will be the “go-to” person for staff and stakeholders when they have questions about the electronic system. They will act as the liaison with our key partners on issues related to the performance and updates of RITHIM PRAS. They will also be responsible for creating and delivering training and education that supports the successful launch and ongoing operations of the RITHIM initiative.

The PRAS and Training Officer should be comfortable acting as a liaison between the business and technical groups. They should have the ability to problem solve and recognize opportunities for business and technical improvements. They excel at independently identifying the work that needs to be done and following through until issues are resolved. They will assist individuals and groups as they interact with the new RITHIM PRAS system. The PRAS and Training Officer should be patient, confident, diplomatic and be able to articulate and support the mandate and strategic goals of RITHIM and Research Manitoba.

CRITICAL ACCOUNTABILITIES

RITHIM PRAS

- Works closely with the RITHIM Manager and Program Officers and assists with the processing applications as necessary.
- Works closely with Research Manitoba’s Impact and Evaluation manager to run regular reports and gather metrics from RITHIM PRAS.
- Develops and maintains operational service management processes related to help desk administration.
- Oversees the RITHIM PRAS help desk.
- Identifies business needs and gathers requirements for upgrades to the system in support of continuous improvement.
- Works closely with the key partners in relation to the RITHIM PRAS software to identify and address issues.
- Maintains entity lists and associated updates.
- Synthesizes and analyzes information to identify opportunities for program and service development and evaluation.
- Collaborates with the RITHIM team across workstreams, including the development of the electronic system, communication activities, evaluation and impact reporting related to RITHIM operations.

EDUCATION AND TRAINING

- Works closely with the RITHIM Manager and Director to support and sometimes lead proactive communication with key stakeholders to:
 - Ensure their needs are understood and addressed; and
 - Ensure that they are adequately trained and informed on the RITHIM PRAS system and processes.
- Develops and maintains training materials for all stakeholder groups related to RITHIM and the RITHIM PRAS.
- Delivers training through a variety of methods including videos, webinars, guidance documents, meetings.



STATEMENT OF QUALIFICATIONS

BASIC REQUIREMENTS

EDUCATION

- A college diploma or bachelor's degree in a health science, information management, information technology or related field or an equivalent combination of education and experience.

SKILLS AND EXPERIENCE REQUIRED

- General:
 - Three years related experience.
 - Strong knowledge of the health care system, health research and electronic systems.
 - Extensive experience in technical writing, creating user manuals or support documents for business, government or industry is desirable.
 - Strong proficiency and experience with the Microsoft Office Suite (specifically, Outlook, Excel, Word, and PowerPoint) to create and maintain documents and spreadsheets, update presentations and communicate with stakeholders/staff.
 - Knowledge or experience with varying technology platforms such Windows or Mac, browsers including Firefox, Chrome, Edge, Safari.
 - Expert level comfort with technology including ability to provide advice on effective use of computers, educating and training users on specific software functionality.
 - Experience with application processing systems (intake, review, approval).
 - Ability to learn specialized software applications with ease.
 - Experience realistically managing user expectations based on issue urgency/importance while offering empathetic and knowledgeable support.
- Analysis, Problem Solving, Quality Assurance and Service Management:
 - Strong analysis, data management, application administration skills.
 - Strong attention to detail and ability to detect and detail technical issues in software usage in plain language.
 - Experience or ability to analyze system functionality, and document test scenarios and recommend test script updates.
 - Ability to identify common themes/trends in issues from a variety of feedback and provide solutions.
 - Knowledge or experience with service management best practice such as Information Technology Infrastructure Library (ITIL).
 - Experience in operational service management processes related to help desk administration.

- Experience documenting relevant details of technical problems for tracking/prioritizing fixes and enhancements.
 - Ability to act quickly and respond to unexpected system deficiencies.
 - Ability to prioritize tasks and requests and escalate potential or realized issues within a system.
 - Experience creating business reports using system data.
- Education and Training:
 - Knowledge and experience in conducting adult training/education including ability to facilitate groups of people for training purposes.
 - Experience in training/familiarizing new staff with a business system while incorporating business policy, practices, and procedures.
 - Experience working in a customer service support systems environment.
 - Experience with designing training materials including user manuals, quick reference guides and support documentation.

LANGUAGE

- English required, other languages are considered an asset.

ABILITY

- Required:
 - Ability to provide exceptional customer service.
 - Ability to establish and maintain collaborative, effective, and respectful working relationships with staff and stakeholders at all levels.
 - Ability to effectively work with people in a wide variety of circumstances, including diffusing a potentially upset customer.
 - Ability to work independently and in a team environment.
 - Exceptional interpersonal skills including the ability to problem solve and resolve conflicts.
 - Strong verbal and written communication skills including the ability to make formal and informal presentations.
 - Strong time management, organizational and task prioritization skills.
 - Commitment to continuous learning and maintaining an awareness of issues facing the health research ethics and privacy fields.
 - Ability to work independently with minimal supervision.
 - Calm and quick-thinking in difficult situations.

WORKING ENVIRONMENT

The working environment at RITHIM is that of a new department within Research Manitoba. As a result, new policies and workplace practices will be consistently created, tested, and adapted as needed. The core department of RITHIM is a small staff who will work closely together and share duties cooperatively as needed, with some support from other staff at Research Manitoba. As RITHIM evolves, opportunities will be present for professional development. Research Manitoba offers a hybrid work environment that allows for both in-person and remote work.

ABOUT RITHIM

RITHIM is a provincial initiative involving multiple stakeholders to improve the application process and approval time, for ethics, privacy, and institutional impact, to begin health research in Manitoba. RITHIM is unique across Canada in that it will harmonize ethics, privacy, and institutional impact review processes, creating a more efficient process for health research reviews in Manitoba. RITHIM has been operating in a transitional state since January 2022. The full implementation of RITHIM will be achieved with the launch of the electronic RITHIM Provincial Research Administration System (RITHIM PRAS) and is anticipated later in 2022.

For more information on RITHIM please visit www.rithim.ca