JOB TITLE: RTVS Peer-to-Peer Technician

JOB SUMMARY

In accordance with the established vision and values of the organization, the **RTVS Peer-to-Peer Technician** reports to the Executive Director, Operations at RCCbc and works closely with other members of the RTVS team to maintain the technical operations backbone to the peer-to-peer service. In particular, the RTVS Peer-to-Peer Technician will work with members of the RTVS technical team to support internal team members, providers and partners with the technical tools, knowledge and resources required to provide the best virtual service. The RTVS Peer-to-Peer Technician plays a supportive and teaching role in technology onboarding, implementation, delivery for the Real-Time Virtual Support program (RTVS).

ORGANIZATIONAL SUMMARY

Led by rural physicians, the Rural Coordination Centre of BC (RCCbc) is a network that aims to improve the health of rural people and communities across British Columbia. We cultivate relationships, facilitate discussion, coordinate projects, create learning opportunities for rural healthcare practitioners, advocate for a healthy rural British Columbia, stimulate rural health research, and develop rural healthcare leaders. Funded primarily by the Joint Standing Committee on Rural Issues, our network partners include healthcare providers, healthcare administrators, community members, policymakers, educators, researchers, and non-profit and business leaders. RCCbc is committed to advocating for equity in rural, remote and First Nations healthcare, and this includes advancing the recommendations in the Truth and Reconciliation Calls to Action (TRC) and embedding our work with respectful relationships and reciprocity, and leading with compassion, empathy and inclusivity.

KEY DUTIES AND RESPONSIBILITIES

- Providing the technical support and facilitation required for smooth operations of the RTVS peer to peer team.
- Onboarding and ongoing support for new users to platforms, including physicians and allied health professionals.
- Participate in various operational and project committees and teams to facilitate system improvement.
- Work in collaboration with RCCbc Digital Systems Lead and Technical Lead to ensure close synergies and tech efficiencies/oversight are met and maintained throughout RCCbc.
- Technical Operations
  - Account creation for Microsoft and Zoom platforms
  - Providing and monitoring account access and permissions
  - Updating and support virtual care equipment / devices as necessary
  - Maintaining resource guides for all platforms and processes relevant to RTVS
  - Tracking and resolution of technical issues
  - Be a part of the after-hours support line
  - Responsible for pulling data sets from internal repositories
- Technological Oversight
  - Provides guidance on technical work streams and processes
  - Supports and mentors the peer-to-peer administrative team to ensure requirements are gathered and documented in a meaningful and useful way
  - Sharing of learning resources for end users
  - Co creation and maintenance of on-shift provider resources, including applications such as e-fax and shift sign-out forms
  - Guidance on digital phones systems including problem solving, phone line allocation

QUALIFICATIONS

Education, Training and Experience

- A level of education, training, and experience equivalent to a Bachelor's degree in Business, Health Informatics, or a related discipline plus a minimum of five (5) years' recent related experience including three (3) years in a leadership role. Experience in Virtual Health and healthcare preferred.

Skills and Competencies

- Excellent verbal and written communication skills including the ability to communicate complex ideas in simple terminology.
- Ability to understand and clearly relate technical information to internal and external members of the organization. Physical abilities to perform the duties of the position.
- Ability to work creatively and analytically in a problem-solving environment, utilizing your advanced critical thinking capabilities.
- Focuses upon establishing and maintaining productive relationships with key groups to ensure collaborative work practices.
- Work collaboratively with the clinical leadership and administration team
- Superior ability in presentation, facilitation, negotiation and issue management/escalation.
- Strong working knowledge and experience working within Microsoft 365, including Teams and SharePoint, and Zoom
- Working knowledge and experience working with MOIS Electronic Medical Record platform, is an asset
- Experience in connecting, into provincial platforms such as Care Connect, is an asset.
- Knowledge of the BC health care system including health authority processes
- Desire to interact with stakeholders and rural communities, including First Nations Nursing Out Post Stations
- Automating data reports in Power BI based on internal data sets

The successful RTVS Peer-to-Peer Technician is tech-savvy and has a passion for exploring new and emerging solutions. They have extensive experience in customer service and strong troubleshooting and critical thinking skills. The RTVS Peer-to-Peer Technician will need to be flexible with their working hours to meet the needs of the program, including providing after hours on call support.

RCCbc welcomes and encourages applications from equity deserving groups and diverse experiences including, but not limited to, Indigenous people, racialized people, people with disabilities, and members of the 2S/LGBTQIA+ community. We are an equal opportunity employer and our employees are people with different strengths, experiences and backgrounds, who share a passion for improving people's lives. Diversity not only includes race and gender identity, but also age, disability status, veteran status, sexual orientation, religion and many other parts of one's identity. All of our employee's points of view are key to our success, and inclusion is everyone's responsibility. If there are any barriers that you are experiencing or

require an accommodation that we can provide to support you through the application process, please reach out to us at careers@rccbc.ca.

Location: Individual/applicant must reside in British Columbia.

Node Office: Hybrid or remote option dependent upon location.

Compensation: $65,000 to $75,000

Monday to Friday, regular hours. Position will include after hours on call as required.

Please send cover letter and resume to careers@rccbc.ca