

Valley Medical Laboratories

S. Tebbutt, M.D.
D. Lesack, M.D.

L.H. Argatoff, M.D.
D. A. Hardy, M.D.

J. Doyle, M.D.
Y. Brierley, M.D.

POSITION: Medical Laboratory Technologist - Laboratory Information System Team Lead

Location: Kelowna Main Lab

Type: Full-Time Benefited

Valley Medical Laboratories is a physician owned and operated community laboratory that is proud to have been serving the residents and physicians of B.C.'s Okanagan Valley since 1969. The lab is owned and operated by a group of local pathologists, reliably serving the needs of patients from Vernon to Osoyoos from one of 14 collection locations conveniently located in Osoyoos, Penticton, Peachland, West Kelowna, Kelowna, Winfield, Vernon and Lumby.

Reports to Laboratory Manager and Laboratory Pathologists

Hours of Work 37.5 hour per week (due to the nature of the position must be flexible and prepared to work extra hours as required)

QUALIFICATIONS

Education

- Graduation from an accredited program in Medical Laboratory Technology
- Active registration with Canadian Society of Laboratory Technologists (CSMLS)
- Active registration with the British Columbia Society of Laboratory Science (BCSLS)

Experience

- Minimum five (5) years of clinical laboratory experience
- Minimum two (2) years of leadership experience

SKILLS AND ABILITIES

- Demonstrate good judgment and decision-making skills and attention to detail
- Communicate effectively both verbally and in writing
- Effective time management skills
- Organize work and perform duties accurately and maintain quality standards

RESPONSIBILITIES

- Provide leadership and work independently within a team environment
- Keep abreast of current professional standards and technical knowledge



105-537 Leon Ave., Kelowna, BC, V1Y 6J5, Canada Phone: (250) 763-4813, Fax: (250) 862-2843

www.valleymedicallaboratories.com

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DUTIES

Staffing

- Supervision of LIS assistant within the LIS department
- Assess competency of department personnel and conduct performance appraisals
- Staff support / conflict resolution re: personal/work issues
- Oversee scheduling, attendance, payroll submission and vacation approval

Communications

- Hold regular department meetings
- Attend Team Lead meetings
- Telephone, email and written correspondence
- Meet with Lab Manager and/or pathologists as required

Coordination

- Coordinate and liaison between VML and:
 - IT Team Lead, internal and external IT support in relation to LIS IT support or as needed in the absence of VML IT support
 - Third party support and vendors including LIS software support, electronic reporting systems support, analytical providers in association with department specific Team Leads or designates where applicable
 - VML Team Leads, Pathology and LIS superusers
 - External network service providers and software providers as required (including but not limited to billing system, scanning system, analyzer technical representative, and data cable installation (as needed))

Laboratory Information System

- Responsible for laboratory information management
- Assign, monitor and adjust LIS security roles, user profiles and parameters
- Provide guidance for in-house LIS support and training, as required
- Coordinate, interact, assist, participate and/or lead Information System (IS) upgrades, version updates and new releases, system maintenance and troubleshooting
- Participate in IT upgrades within the LIS scope, where applicable
- In conjunction with internal and external VML IT:
 - Participate in evaluation, planning and implementing system hardware, back up, analyzer installations in conjunction with the service providers
 - Implement safeguards where required
- Communicate and/or notify applicable:



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- Internal and/or external IT service provider or support when concerns or potential issues present
- Relevant VML employees/departments when IT maintenance or support is scheduled on servers and workstations containing computer system devices
- Department designates when monitory of LIS department logs or reports detect issues or concerns
- Assist or lead investigation and follow-up with troubleshooting of complex issues including:
 - Patient demographic incidents
 - Reporting incidents
 - Multi-department report amendments affecting all forms of reporting (hard copy, auto fax, and electronic)
- Working collaboratively with the IT department in the following capacity:
 - Managing of the active directory including the creation of new staff and password changes
 - TS cluster issues
 - Print jobs on terminal servers
 - System performance concerns
 - Providing VML support with third party vendors including Turnium, Tenacious, D&E, phone system providers and report printer providers

Administrative

- Creation and review of LIS policies and procedures in accordance with DAP and CLSI standards
- Review of LIS/IT related work orders and invoices in collaboration with the IT Team Lead

Management reserves the right to revise this job description as required.



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