

CRM Administrator *Contract Position: 3 months*****

This is a three-month contract position with the possibility of extension.

You are integral to the successful deployment and support of CRM at the Toronto Central LHIN. Responsibilities for this position will include system administration, maintenance, translation of business requirements into functional specifications and configuration and liaising with the CRM project team and the LHIN Shared Services Office (LSSO). This position will work in an environment of collaboration with the CRM Project Lead and the LSSO IT Manager. You are an individual with a “can do” attitude who has demonstrated ability to work within a tight project deadline and milestone driven environment.

You will be involved in the following activities:

- CRM system administration and maintenance
- Technical configuration and support of the existing CRM system to end users
- Diagnosing and implementing solutions in collaboration with LSSO and various stakeholders
- Providing subject matter expertise to the CRM project team
- Assisting in the setup and configuration of the development environment to integrate CRM and SharePoint
- Managing and implementing fixes or enhancements to CRM
- Performing user acceptance testing of application enhancements, SQL reports and data
- Developing and modifying the SQL server reports sourced from CRM application based on user requirements
- Planning and executing configuration changes
- Diagnosing and resolving data integrity issues
- Providing training and materials which may be delivered in multiple formats (one-on-one, web, classroom facilitation)

As the successful candidate, you have a degree in Computer Science Information Systems or Business Administration or an equivalent combination of education/training and experience. You will also have significant experience with CRM systems and working in a complex technology-based enterprise environment. You have demonstrated understanding of CRM schema, CRM entities, relationship between entities, built in workflows and system wide program delivery. Advanced knowledge of MS SharePoint is an asset. A strong client service ethic is mandatory.

Your technical skills include Microsoft Dynamic CRM 4.0, Microsoft Office SharePoint Server 2007, Microsoft NET Framework 3.5m Windows Communications Foundation, Windows Workflow Foundation, Microsoft SQL Server 2005+, ASP.NET, Visual Studio Team System 2008, VB.NET, Visual C#, Enterprise Library.

Please forward your cover letter and resume to:

TCLHIN.Jobs@lhins.on.ca

Please ensure your cover letter and resume are in MS Word format. We thank all who apply; however, only those selected for an interview will be contacted. No phone calls please.

Individuals with a disability requiring accommodation during the application and/or the interview process should advise the above contact so arrangements can be made.