

**Nipissing University**  
**JOB DESCRIPTION**

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|-------------------------------|---------------------------------------|
| <b>JOB TITLE:</b>             | Systems & Data Specialist, RDS Canada |
| <b>DEPARTMENT:</b>            | Rare Dementia Support Canada          |
| <b>CLASSIFICATION:</b>        | Technologist C                        |
| <b>WAGE GRADE:</b>            | WG 80                                 |
| <b>EMPLOYMENT DEFINITION:</b> | Full-time – 4 Year Term               |
| <b>SUPERVISOR:</b>            | Director, RDS Canada                  |
| <b>DATE CREATED/REVISED:</b>  | March 2026                            |

This position is 100% externally funded by The Hilary and Galen Weston Foundation.

**SUMMARY OF FUNCTIONS:**

Rare Dementia Support (RDS) Canada is a multi-component support community for people affected by rare dementia and a centre for rare dementia education and research. RDS Canada’s vision is for all individuals living with, affected by, or at risk of a diagnosis of rare dementia have access to information, tailored support and guidance and connect with others affected by similar conditions. Led by Nipissing University (NU), RDS Canada is funded by The Hilary and Galen Weston Foundation.

Reporting to the Director, RDS Canada, the Systems & Data Specialist will play a key role in supporting the Principal Lead in the delivery of online and in-person support groups and individual sessions for people affected by rare dementias. Working within a multi-disciplinary team, the Systems & Data Specialist will analyze RDS processes, gather requirements, provide actionable insights to inform decision-making for research, support, education and knowledge mobilization strategies. This role emphasizes analytics and reporting, technological research and evaluation, technical and web support, continuous quality improvement, and policy and knowledge base development. Working closely with the Director and Principal Lead, the Systems & Data Specialist serves as a liaison between RDS Canada and the UTS teams, ensuring solutions align with RDS Canada’s goals, members, students, researchers and other constituent needs.

**DUTIES AND RESPONSIBILITIES:**

**Technical & Web Support**

**(25%)**

- Provide technical guidance to staff and members for optimal use of online support platforms
- Maintain and troubleshoot web-based applications and internal systems
- Coordinate with University Technology Services (UTS) for issue resolution
- Manage the RDS Canada registration and booking system and Zoom account access for support programs
- Provide technical assistance for webinars, virtual events, and hybrid meetings
- Support external presenters and participants in virtual, hybrid, and in-person environments

**System Intelligence, Reporting and Knowledge Mobilization**

**(25%)**

- Collect, analyze, and interpret data to produce actionable insights and dashboards
- Develop and maintain performance monitoring and forecasting reports
- Ensure data accuracy and integrity across reporting systems

- Research, propose and build mechanisms for knowledge mobilization

### **Technological Research Innovation**

**(20%)**

- Support the design and implementation of online support delivery, focusing on technology solutions
- Review current research related to emerging technologies and make recommendations to improve education and support delivery
- Evaluate and recommend system enhancements and automation opportunities
- Document technical specifications and business requirements

### **Policy, Procedure and Knowledge Base Development**

**(20%)**

- Draft and update relevant policies and procedures to ensure compliance and consistency
- Develop and maintain knowledge base to support a range of systems and diverse users
- Ensure accessibility and clarity of documentation across platforms
- Promote best practices for documentation management

### **Continuous Quality Improvement (CQI)**

**(10%)**

- Prepare key performance indicator (KPI) reports to support Director and Principal Lead to identify trends and improvement opportunities
- Collaborate on process optimization strategies for program delivery
- Document and audit workflows for compliance and efficiency
- Promote a culture of quality assurance and continuous improvement through training and knowledge sharing

Other duties as assigned.

### **QUALIFICATIONS:**

**Education:** Bachelor's degree in Business Administration, Information Technology, Computer Science, or related field.

*Training and/or experience may be substituted for formal academic training at the discretion of the University.*

### **Training, Experience, Knowledge & Skills Required:**

- Minimum 3 years of experience in system analysis, program design, technology support or related role (post-secondary education, nonprofit or health-related experience an asset)
- Strong analytical and problem-solving skills
- Proficiency in data visualization tools (e.g., Power BI, Tableau) and SQL
- Knowledge of web technologies and ERP systems (e.g., Telus Health)
- Knowledge and awareness of dementia support and care sector
- Excellent interpersonal and communication skills (written and verbal)
- Ability to manage multiple priorities and meet deadlines
- Experience creating reports and evaluating new software solutions
- Ability to work independently with minimal supervision
- Presentation and training skills
- Valid driver's license preferred
- Bilingual (English/French) considered an asset

- Criminal Record Check with Vulnerable Sector Screening

## RELATIONSHIPS/CONTACTS:

**Supervised by:** Director, RDS Canada

**Internal Contacts:** Faculty, Staff and Students

**External Contacts:**

- RDS Canada members (i.e., people living with rare dementia, family members, health and social care practitioners)
- Provincial and territorial dementia care and mental health services (e.g., Alzheimer's Society of Ontario, MINT Memory Clinic, Seniors Mental Health, Ontario Behavioural Supports, Anishinaabek Dementia Care)
- Other health and social care practitioners (e.g., Community Aphasia Programs, Clinical Neurological programs, Regional Geriatric Programs)
- Dementia research programs in the university and college sectors
- Rare Dementia Support UK
- Knowledge exchange organizations (e.g., Brain Xchange, NICE)
- Outside technology partners and software vendors

## MATERIALS UTILIZED:

- Confidential Telus Health support record
- RDS Canada website and handbooks
- Business intelligence tools (Power BI, Tableau) and reporting software
- Internet applications (browser, web-based e-mail, FTP program)
- Web development software (e.g. Dreamweaver, SharePoint)
- Graphics software (e.g. Photoshop, GIMP, Fireworks, Illustrator)
- Video production software (Final Cut Pro, DaVinci, After Effects, etc.)
- Audio editing software (e.g. Ableton Live, Logic Pro)
- Technical manuals, guides, resources
- General Office Equipment

## PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS

- Little physical effort
- Prolonged periods of both sitting and standing
- Frequent interruptions
- High mental concentration for data analysis and reporting
- Occasional travel for meetings or training
- Occasional evening and/or weekend work may be required to provide extended assistance to support group activities, members and reporting requirements

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**I have read my position description and it has been reviewed with my supervisor. I understand what my duties and functions are, and I will carry out all of my responsibilities as herein described.**

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Employee Name (please print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

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**Approvals**

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources

\_\_\_\_\_  
Date