



# *Provincial Job Description*

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***TITLE:***  
**(251) Client Information Systems  
Analyst**

***PAY BAND:***  
**14**

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***FOR FACILITY USE:***

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***SUMMARY OF DUTIES:***

**Certifies, implements, maintains, supports and performs related processes for electronic information systems associated with Client and Information Services.**

***QUALIFICATIONS:***

- ◆ **Computer Systems Technology diploma**

***KNOWLEDGE, SKILLS & ABILITIES:***

- ◆ **Advanced knowledge of personal computers, networks and protocols**
- ◆ **Programming and program management skills**
- ◆ **Communication, organizational and interpersonal skills**
- ◆ **Analytical and problem solving skills**
- ◆ **Ability to work independently**
- ◆ **Valid drivers license, where required by the job**

## ***EXPERIENCE:***

- ◆ **Previous: Twelve (12) months previous computer technology experience working with Health Records and/or Client Information systems.**

## ***KEY ACTIVITIES:***

### **A. Electronic Information System Support**

- ◆ Analyzes, troubleshoots and develops solutions for databases and software problems for end users.
- ◆ Acts as the information specialist (resource person concerning application functionality and guidance).
- ◆ Coordinates the design and maintenance of training programs.

### **B. System Development Process**

- ◆ Assists with developing Quality Assurance/business/reporting processes and training programs.
- ◆ Creates and certifies master tables for electronic information systems.
- ◆ Develops, performs and evaluates tests for electronic information systems, records and monitors results; contacts vendor representatives.
- ◆ Analyzes and evaluates system requirements.
- ◆ Validates business functionality.
- ◆ Reviews and recommends changes in policies and procedures.
- ◆ Assists in design of systems to facilitate clinical and health documentation.

### **C. Systems Planning / Maintenance**

- ◆ Maintains databases (e.g., creation, entry and update system menus, configuration of data, tables and files).
- ◆ Configures and maintains security profile accounts.
- ◆ Maintains patient data and electronic records, user profile and system documentation.
- ◆ Develops and compiles reports and statistics.
- ◆ Monitors data quality.
- ◆ Audits current users by department.

**D. System Implementation**

- ◆ Evaluates, processes and installs computer-based systems.
- ◆ Assesses requirements, monitors deployment of hardware.
- ◆ Evaluates, processes and implements all patches (upgrades); retrain staff post-upgrade implementation.

**E. Related Key Work Activities**

- ◆ Documents policies and procedures related to computer system implementation.
- ◆ Documents database fixes, work-arounds, system development and maintenance, training manuals.

*The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be construed as a detailed description of all related work assignments that may be inherent to the job.*

*Any revisions of this document recommended by the Joint Job Evaluation Maintenance Committee must be approved by the Parties.*

*Validating Signatures:*

*CUPE:*

*SEIU:*

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*SGEU:*

*SAHO:*

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*Date: 2005*

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