



# *Provincial Job Description*

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**TITLE:** **PAY BAND:**  
**(254) Transcription Application Support 14**  
**Coordinator**

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***FOR FACILITY USE:***

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***SUMMARY OF DUTIES:***

Responsible for maintenance, customization and support of the electronic information systems for transcription services.

***QUALIFICATIONS:***

- ◆ Office Education certificate
  - ◆ Medical Specialty certificate

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

- ◆ Intermediate 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: Twenty-four (24) months previous experience working with automated/computerized dictation/transcription computer systems.**

## ***KEY ACTIVITIES:***

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

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

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

- ◆ **Develops 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 updates system menus, configuration 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.
- ◆ Orders supplies.

*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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