


Job Evaluation Rating Documentation

<p>CUPE, SEIU, SGEU, SAHO</p> 	<p>Job Title <u>Transcription Application Support Coordinator</u></p> <p>Date <u>October, 2000</u></p> <p>Revised Date <u>2004</u></p> <p>Revised Date _____</p>	<p>Code</p> <p><u>254</u></p>
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<p>Decision Making</p> <p>Utilizes choice of action when modifying existing software reports. Provides support and maintenance to databases and applications. Tests integration of new applications. Assists with changes of software. Work involves planning associated with testing, certification and troubleshooting software.</p>	<p>Degree</p> <p><u>3.5</u></p>
<p>Education</p> <p>Grade 12. Office Education certificate (1200 hours) Medical Specialty certificate (577.5 hours)</p>	<p><u>4.0</u></p>
<p>Experience</p> <p>Twenty-four (24) months previous experience working with automated/computerized dictation/transcription computer systems. Twelve (12) months on the job to become familiar with departmental processes, applicable related software applications and region/facility/department policies and procedures.</p>	<p><u>6.0</u></p>
<p>Independent Judgement</p> <p>Maintains and supports departmental software and systems as defined by standard practices and established procedures. Has choice of methods/procedures when rectifying problems and guides staff in alternate procedures when encountering system problems.</p>	<p><u>3.5</u></p>
<p>Working Relationships</p> <p>Contacts may involve difficult/specialized situations. Provides technical explanation and/or instruction in the operation, maintenance and support of all computer-based information systems. Provides training to staff.</p>	<p><u>4.0</u></p>

Impact of Action	Degree
<p>Evaluates, maintains and monitors transcription/dictation computer system. Modifications to software are typically developed in test environment. Errors in reports and records may cause short term delays that are readily detected and corrected. Inadequate planning for upgrading or installing new hardware/software may impact health records/transcription services and cause operational problems.</p>	<p><u>2.5</u></p>
<p>Leadership and/or Supervision Provides occasional functional guidance to users and operational leaders/vendors.</p>	<p><u>2.5</u></p>
<p>Physical Demands Regular keyboarding requiring accurate coordination of fine motor skills.</p>	<p><u>2.0</u></p>
<p>Sensory Demands Regular sensory effort such as computer operation and listening attentively to users, meetings and training with periods of competing multiple sensory demands.</p>	<p><u>2.5</u></p>
<p>Environment Occasional exposure to minor conditions such as video display terminals, verbal abuse and interruptions.</p>	<p><u>2.0</u></p>