



Provincial Job Description

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

PAY BAND:
14

FOR FACILITY USE:

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:

SGEU:

SAHO:

Date: 2005

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