Provincial Job Description

TITLE:

(251) Client Information Systems Analyst

PAY BAND:

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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 computers, networks and protocols**
♦ **Programming and program management skills**
♦ **Communication, organizational and interpersonal skills**
♦ **Analytical and problem solving skills**
♦ **Ability to work independently**
♦ **Valid driver's license, where required by the job**

EXPERIENCE:

♦ <u>Previous</u>: **Twelve (12) months previous computer technology experience working with Health Records and/or Client Information systems.**

KEY ACTIVITIES:

A. <u>Electronic Information System Support</u>

♦ **Analyzes, troubleshoots and develops solutions for databases and software problems for end users.**
♦ **Acts as the resource person concerning application functionality and guidance.**
♦ **Coordinates the design and maintenance of training programs.**

B. <u>System Development Process</u>

♦ **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 and 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. <u>Systems Planning / Maintenance</u>

♦ **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 and monitors deployment of hardware.**
♦ **Evaluates, processes, implements all patches (upgrades) and retrains 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/maintenance and 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.

Validating Signatures:

CUPE:

SEIU:

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SGEU:

SAHO:

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Date: June 16, 2022