Job Evaluation Rating Document

Job Title	Transcription Application Support Coordinator
Date	October, 2000
Revised Date	2004; March 8, 2017
Revised Date	May 16, 2024

Code

254

Decision Making

Degree

Utilizes choice of action when modifying existing software reports. Work involves planning associated with testing, certification and troubleshooting software.

3.5

Education

Degree

Grade 12. Medical Administrative Assistant diploma (Saskatoon Business College 1040 hours) (Rating 3.5)

*As per the MOA regarding the Education factor review (January 2019) the JJEMC will continue to utilize 1777.5 hours as no other factors were impacted by this change. The education rating will remain at (4.0).

4.0

Experience

Degree

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 department policies and procedures.

6.0

Independent Judgement

Degree

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.

3.5

Working Relationships

Degree

Contacts with end users regarding the electronic information systems may involve specialized situations. Provides technical explanation and/or instruction in the installation, implementation, operation, maintenance and support of electronic information systems for transcription services.

4.0

Impact of Action	**Degree**
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.	2.5

Leadership and/or Supervision	**Degree**
Provides functional guidance to users and operational leaders/vendors.	2.5

Physical Demands	**Degree**
Regular computer operation requiring accurate coordination of fine motor skills.	2.0

Sensory Demands	**Degree**
Regular sensory effort such as computer operation and listening attentively to users, meetings and training with periods of competing multiple sensory demands.	2.5

Environment	**Degree**
Occasional exposure to minor conditions such as interruptions and multiple deadlines.	2.0