Job Evaluation Rating Document

CUPE, SEIU, SGEU, SAHO		Code
Job Title	Health Information Services Support	
Date	2004	
Revised Date	March 28, 2012, April 4, 2017	336
Revised Date	September 12, 2023	

Decision Making	**Degree**
Some choice of action within accepted practice when designing training programs for new end-users. Solves ongoing electronic processing problems when system upgrades have been implemented. Uses discretion when assisting in the modification of existing business practices and processes with the installation of new technology.	3.0

Education	**Degree**
Grade 12. Office Administration certificate (Saskatchewan Polytechnic 750 hours).	3.0

Experience	**Degree**
Twelve (12) months previous experience with electronic information systems to become familiar with software applications. Twelve (12) months on the job to become familiar with detailed application functionality, database and interface terminology and with department policies and procedures.	5.0

Independent Judgement	**Degree**
Performs application support and problem solving work as defined by standard practice and established procedures. Exercises judgement when determining the level of response necessary to resolve software or data problems and when assisting in the design and upgrade of the electronic information system to facilitate clinic and health documentation (e.g., develop screens and functions).	3.5

Working Relationships	**Degree**
Requires tact and discretion when providing training and instruction to health information system end-users (physicians and staff). Secures cooperation and motivates end-users in the learning environment when resolving software/data problems and testing application/system changes.	4.0

Impact of Action

Degree

Misjudgements in correcting data, resolving application problems or designing training programs may affect activities based upon them.

2.0

Leadership and/or Supervision

Degree

Provides functional guidance to staff through direct support of software programs while testing software upgrades.

2.0

Physical Demands

Degree

Regular physical effort walking, lifting and performing computer operation requiring the accurate coordination of fine movements.

2.0

Sensory Demands

Degree

Regular sensory effort listening, training, trouble shooting and testing upgrades with periods of competing multiple sensory demands when dealing with various user/system problems.

2.5

Environment

Degree

Occasional exposure to minor conditions such as interruptions and multiple deadlines.

2.0