



# *Provincial Job Description*

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***TITLE:***  
**(336) Health Information Services Support**

***PAY BAND:***  
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***FOR FACILITY USE:***

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***SUMMARY OF DUTIES:***

Performs maintenance, monitoring, trouble shooting, testing and certification of client information system software. Provides end-user support and training. Ensures data consistency and accuracy and security of access to the software.

***QUALIFICATIONS:***

- ◆ Office Administration certificate

***KNOWLEDGE, SKILLS & ABILITIES:***

- ◆ Advanced computer skills and network understanding
- ◆ Analytical skills
- ◆ Problem solving skills
- ◆ Decision making skills
- ◆ Basic medical terminology
- ◆ Ability to work independently
- ◆ Communication skills
- ◆ Organizational skills
- ◆ Interpersonal skills
- ◆ Valid driver's license

## ***EXPERIENCE:***

- ◆ **Previous:** Twelve (12) months previous experience working with an electronic information system to become familiar with software applications.

## ***KEY ACTIVITIES:***

### **A. Support / Maintenance / Security**

- ◆ Provides hardware/software support to end-users via the Information Systems support structure through trouble shooting and problem solving.
- ◆ Maintains functionality of the software.
- ◆ Ensures security for access to software applications.
- ◆ Provides on-the-job guidance for end-users of the software.
- ◆ Views and updates data in the provincial Shared Client Index.
- ◆ Reviews and recommends changes in policies and procedures for the electronic information system and software.
- ◆ Liaises with department managers regarding software needs.
- ◆ Creates tables and code indexes for the electronic information system.
- ◆ Assists in design and adaptation of the registration software to facilitate clinical and health documentation.

### **B. Training**

- ◆ Coordinates the design and maintenance of training programs.
- ◆ Develops manuals for support and end-user reference.
- ◆ Provides training for end-user, including physicians, nurses and clerks.

### **C. Testing and Certification**

- ◆ Develops, performs and evaluates tests for the certification of application and system upgrades.
- ◆ Documents and monitors test results and application/system performance.

### **D. Quality Assurance**

- ◆ Conducts established database monitoring and maintenance procedures to ensure data entry consistency and accuracy.
- ◆ Follows up on problems/issues in a timely manner, identifying required re-training and/or data repair.

*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: April 4, 2017***