



# *Provincial Job Description*

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***TITLE:***  
**(254) Transcription Application Support  
Coordinator**

***PAY BAND:***  
**14**

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***FOR FACILITY USE:***

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## ***SUMMARY OF DUTIES:***

Responsible for maintenance, customization and support of the electronic information systems for transcription services.

## ***QUALIFICATIONS:***

- ♦ Medical Administrative Assistant diploma

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

- ♦ Intermediate knowledge of personal computers, networks and protocols
- ♦ Programming and program management skills
- ♦ Basic medical terminology
- ♦ Communication skills
- ♦ Organizational skills
- ♦ Interpersonal skills
- ♦ Analytical skills
- ♦ Problem solving skills
- ♦ Ability to work independently
- ♦ Valid driver's license, where required by the job

## ***EXPERIENCE:***

- ♦ **Previous:** Twenty-four (24) months previous experience working with automated/computerized dictation/transcription computer systems.

## ***KEY ACTIVITIES:***

### **A. Electronic Information System Support**

- ◆ Analyzes, troubleshoots and develops solutions to software problems for end users.
- ◆ Performs database fixes.
- ◆ Acts as the information specialist (resource person concerning application functionality and guidance).
- ◆ Coordinates the design and maintenance of training programs.

### **B. System Development Process**

- ◆ Develops 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 updates system menus, configuration 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.
- ◆ Orders supplies.

*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:***

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***SGEU:***

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***SEIU:***

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***SAHO:***

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***Date: March 8, 2017***