



Provincial Job Description

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

PAY BAND:
14

FOR FACILITY USE:

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:

- ◆ Advanced knowledge of computers, networks and protocols
- ◆ Programming and program management skills
- ◆ 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 and monitors deployment of hardware.
- ◆ Evaluates, processes and implements all patches (upgrades); 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 and maintenance and 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:

SEIU:

SGEU:

SAHO:

Date: May 16, 2024