


Job Evaluation Rating Document

CUPE, SEIU, SGEU, SAHO 	Job Title	Transcription Application Support Coordinator	Code 254
	Date	October, 2000	
	Revised Date	2004	
	Revised Date	March 8, 2017	

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 Modifications to software are typically developed in test environment. 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.	Degree 2.5
Leadership and/or Supervision Provides occasional functional guidance to users and operational leaders/vendors.	Degree 2.5
Physical Demands Regular computer operation requiring accurate coordination of fine motor skills.	Degree 2.0
Sensory Demands Regular sensory effort such as computer operation and listening attentively to users, meetings and training with periods of competing multiple sensory demands.	Degree 2.5
Environment Occasional exposure to minor conditions such as interruptions and multiple deadlines.	Degree 2.0