

Provincial Job Description

TITLE:

PAY BAND:

(254) Transcription Application Support Coordinator

14

FOR FACILITY USE:

SUMMARY OF DUTIES:

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

QUALIFICATIONS:

♦ Medical Office Administration 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:

◆ <u>Previous:</u> Twenty-four (24) months previous experience working with automated/computerized dictation/transcription computer systems.

KEY ACTIVITIES:

A. <u>Electronic Information System Support</u>

- ♦ 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 *Updated October 22, 2025