



Provincial Job Description

TITLE:
(336) Health Information Services Support

PAY BAND:
11

FOR FACILITY USE:

SUMMARY OF DUTIES:

Performs maintenance, monitoring, troubleshooting, testing and certification of client information system software. Provides end-user support and training. Ensures data consistency, 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 troubleshooting 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-users, including physicians and staff.

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:

SGEU:

SAHO:

Date: September 12, 2023