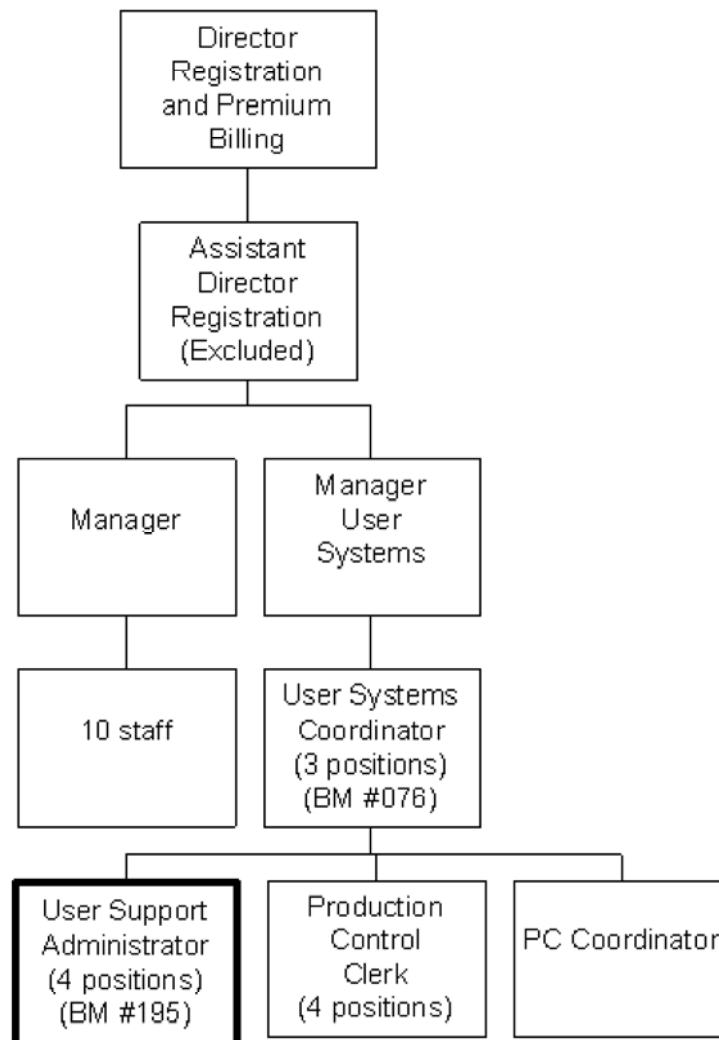|	
Position:	**Benchmark Job #195**
Ministry:	Health
Working Title:	**User Support Administrator**
Branch:	Registration & Premium Billing, MSP
Level:	Range 13
Location:	Victoria
NOC Code:	1421

PRIMARY FUNCTION

To provide user support for the daily operation, development, maintenance and enhancement of the provincial Medical Services Plan computer systems which affects all residents of British Columbia.

JOB DUTIES AND TASKS

1. Supports the Registration and Premium Billing (R & PB) computer system for Medical Services Plan
   a. participates in systems testing to ensure business and user requirements are met
   b. designs test cases and test enhancements
   c. writes up different test conditions, determines test control parameters to ensure program operates correctly, manipulates data, produces valid reports, and maintain integrity of all databases
   d. compares computer output with expected results to verify accuracy and completeness
   e. identifies discrepancies between output report and expected results
   f. documents for resolution and passes on information to programming staff
   g. recommends to Project Coordinators acceptance or rejection of revised MSP programs for batch and on-line access
   h. conducts acceptance test phase, reviews and tests new programs and systems enhancements using appropriate practices/standards, including change management control
   i. documents and signs off completion of acceptance testing to allow movement to next phase
   j. functions as group leader in projects such as provincial Care Card program; assigns, monitors and reviews work of seconded employees (2 FTEs)
2. Resolves systems problems for multiple platform networked system(s)
   a. collects and assesses pertinent data and determines a feasible solution to the identified problem for internal and external MSP users
   b. reviews, prioritizes and escalates problems encountered during test phases
   c. eliminates duplicate client records when merging multiple databases into R+PB databases
   d. corrects data integrity problems that degrade or invalidate information on system
   e. maintains records of problem reports, output spreadsheets, corrective measures and initiates problem logs
   f. investigates/resolves systems problems and guides users through steps to resolution
   g. responds to software/hardware failures, resolves by phone and contacts responsible support agency (as required)
   h. administers access to computer system

    i.   responds to security access problems of end users and ensures access is properly restored

    j.   schedules jobs on mainframe (MF) using job control language (JCL)

3. Provides support to users and performs related work

    a.   participates in team and managers meetings to report testing progress and make recommendations

    b.   develops plans to maintain or enhance the integrity of data in the database

    c.   provides guidance on the use of the system, access procedures, and explanation of error messages

    d.   reviews on-line user help screens and error messages

    e.   reviews systems documentation for accuracy and detail

    f.   facilitates implementation of systems releases with internal/external users, by advising on changes and enhancements, demonstrating changes and providing training

    g.   monitors systems changes and prepares edits and reviews user documentation for accuracy, clarity and completeness

    h.   provides input into goals, objectives, systems performance and service delivery levels

    i.   responds to and answers staff inquiries on systems and video display terminal problems

    j.   reviews and updates procedures manuals

    k.   contributes to management reports by writing status and test reports

    l.   provides input into standards, policies, procedures and checklists

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	**JOB KNOWLEDGE** Have a practical understanding of systems testing and problem resolution to provide user systems support and maintain daily operation of MSP computer system and plan and design test cases to correct data integrity problems.	F	190
2	**MENTAL DEMANDS** Judgement to assess data integrity problems of the database and choose an approach using accepted systems support methods to maintain daily computer operations, create test plans and tests enhancements, validate computer output, administer access to premium billing computer system for MSP and review and update procedures manuals.	D	100
3	**INTERPERSONAL COMMUNICATIONS SKILL** Discretion required to exchange information needing an explanation of technical systems problems and corrective requirements with programmers, users and co-workers.	C	30
4	**PHYSICAL COORDINATION AND DEXTERITY** Moderate coordination and dexterity required to input program data with some speed to meet project deadlines.	C	15
5	**RESPONSIBILITY FOR WORK ASSIGNMENTS** Guided by general procedures or instructions, selects alternative course of action to maintain the daily operations of an MSP computer system, administer security access, create test plans, test enhancements and validate computer output and correct data integrity problems.	D	75
6	**RESPONSIBILITY FOR FINANCIAL RESOURCES** No responsibility for financial resources.	A	5

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
7	**RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION** Significant responsibility to control accuracy and integrity of data input and output by conducting tests of new programs and systems.	D	22.5
8	**RESPONSIBILITY FOR HUMAN RESOURCES** Responsibility to assign, monitor and review work of up to 5 seconded employees as group leader (2 FTEs).	CD	14
9	**RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS** Responsibility for own well-being and safety in a low risk environment.	A	5
10	**SENSORY EFFORT/MULTIPLE DEMANDS** Focused attention to detail to frequently visually focus on screen to create test plans and validate computer input/output.	C	12
11	**PHYSICAL EFFORT** Moderate physical effort to frequently view computer screens and printed material in order to create test plans.	C	12
12	**SURROUNDINGS** Exposure to office setting with minimal disagreeable elements.	A	2
13	**HAZARDS** Limited exposure to hazards from frequent keyboarding.	B	4

Total Points: 486.5

Level: Range 13