

Position: **Benchmark Job #076**

Ministry: Health

Working Title: **User Systems Coordinator**

Branch: MSP - Registration & Premium Billing

Level: Range 18

Location: Victoria

NOC Code: 2282

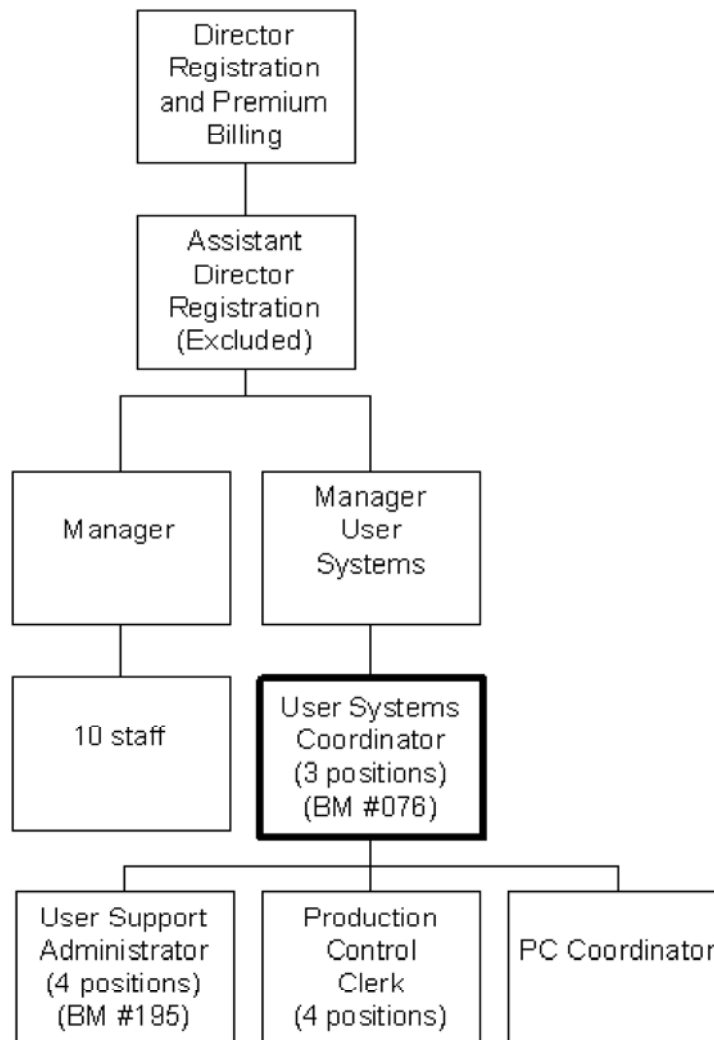
PRIMARY FUNCTION

To supervise user support services for the provincial Medical Services Plan Registration and Premium Billing System which affects all BC residents.

JOB DUTIES AND TASKS

1. Supervises user support services for Registration and Premium Billing (R & PB) systems operations
 - a. resolves problems and determine whether changes to procedures or systems are required
 - b. implements policy and establishes guidelines for computer jobs requiring access to databases
 - c. approves and amends MSP production batch schedules developed by staff
 - d. maintains and updates computer system data dictionary for R & PB
 - e. provides advice and assistance to other programs and Ministries on methods to access databases
 - f. resolves systems and access and on-line transaction problems, or refers to appropriate resource
 - g. authorizes emergency overrides and program migrations due to systems failure, reviews systems/job failures and decides on an immediate fix or deferral to next day
 - h. stops on-line transactions during prime time to fix problems or escalates to the Information Systems Branch
2. Reviews and analyses security, operational policy and procedural issues for users
 - a. assesses information and drafts issue papers and briefing notes for proposals and projects
 - b. identifies issues provides advice to management on the development, implementation and modification of systems security, confidentiality, data integrity, policy and procedures
 - c. supervises security control, determines access requirements, creates user security profiles, authorizes access to restricted databases, monitors effectiveness of security measures and ensures users adhere to standards
 - d. evaluates projects/production efficiency of system to make recommendations to management
 - e. approves, authorizes and coordinates implementation of system changes and related documentation
 - f. develops/presents documentation to users, systems staff, manager, agencies, and participates in overall development of new operational policies and procedures
3. Supervises implementation of computer system changes and enhancements for concurrent projects
 - a. defines user requirements, determines priority of system changes, and recommends solutions
 - b. conducts cost benefit analysis, feasibility study and impact assessments
 - c. works with users and management to define and document business and systems needs

- d. identifies effect of systems changes on R & PB and other systems
 - e. monitors testing of programs and system changes and ensures changes meet user requirements
 - f. researches and prepares initial business cases and options
 - g. sets, develops, monitors and maintains operating procedures
 - h. reviews/implements systems changes and ensures compatibility with Branch objectives
 - i. authorizes work and schedules enhancements and changes to new or amended systems
 - j. verifies test results and authorizes/schedules the implementation and migration of new or modified systems and changes, recommends priority of changes
 - k. uses software such as TSO, FILE AID, and CA Scheduler
4. Supervises user support staff (3 FTEs)
- a. prepares project estimates and certifies requisitions/invoices for care card production
 - b. certifies contractor invoices and hardware/software purchases
 - c. coordinates professional service contract deliverables ensuring agreed upon services are met such as user manuals
 - d. adapts standardized language for vendor contractors and for systems project contracts
 - e. monitors cost of OV, TSO, spandial and on-line transactions and reports information to supervisor
 - f. supervises staff (3 FTEs), appraises performance and takes disciplinary action



FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	<p>JOB KNOWLEDGE</p> <p>Understand the principles of computer systems to assess billing systems, and propose improvements; identify feasibility and impacts of proposals; approve and coordinate implementation of system changes.</p>	G	250
2	<p>MENTAL DEMANDS</p> <p>Judgement to apply structured study, analysis and interpretation of business problems and choose an approach using accepted methods of accounting, auditing and computer operations to organize production changes to the computer system, resolve computer system problems and evaluate production efficiency of computer system.</p>	E	150
3	<p>INTERPERSONAL COMMUNICATIONS SKILL</p> <p>Persuasion required to use basic counselling skills to discuss and explain employee performance problems with workers and provide advice for improvement.</p>	D	45
4	<p>PHYSICAL COORDINATION AND DEXTERITY</p> <p>Moderate coordination and dexterity required to use computer to design system test changes and produce reports with some speed to meet project deadlines.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS</p> <p>Guided by ministry policies and computer systems standards, applies accepted work methods in a different way to supervise data bases for MSP billing and registrations, evaluate billing systems, define systems requirements, propose improvements, approve and coordinate implementation of system changes.</p>	E	120
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES</p> <p>Significant financial responsibility to adapt standardized or pre-approved language to prepare systems project contracts.</p>	E	33

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
7	RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Significant responsibility to supervise a multi-user information system of confidential information for the Medical Services Plan.	D	22.5
8	RESPONSIBILITY FOR HUMAN RESOURCES Responsibility to supervise staff, appraise employee performance and take disciplinary action (3 FTEs).	DE	20
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 scrutinize financial documentation and data produced by the system.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently focus visual attention to view computer screen and printed materials to examine systems information for the MSP system.	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: 690.5

Level: Range 18