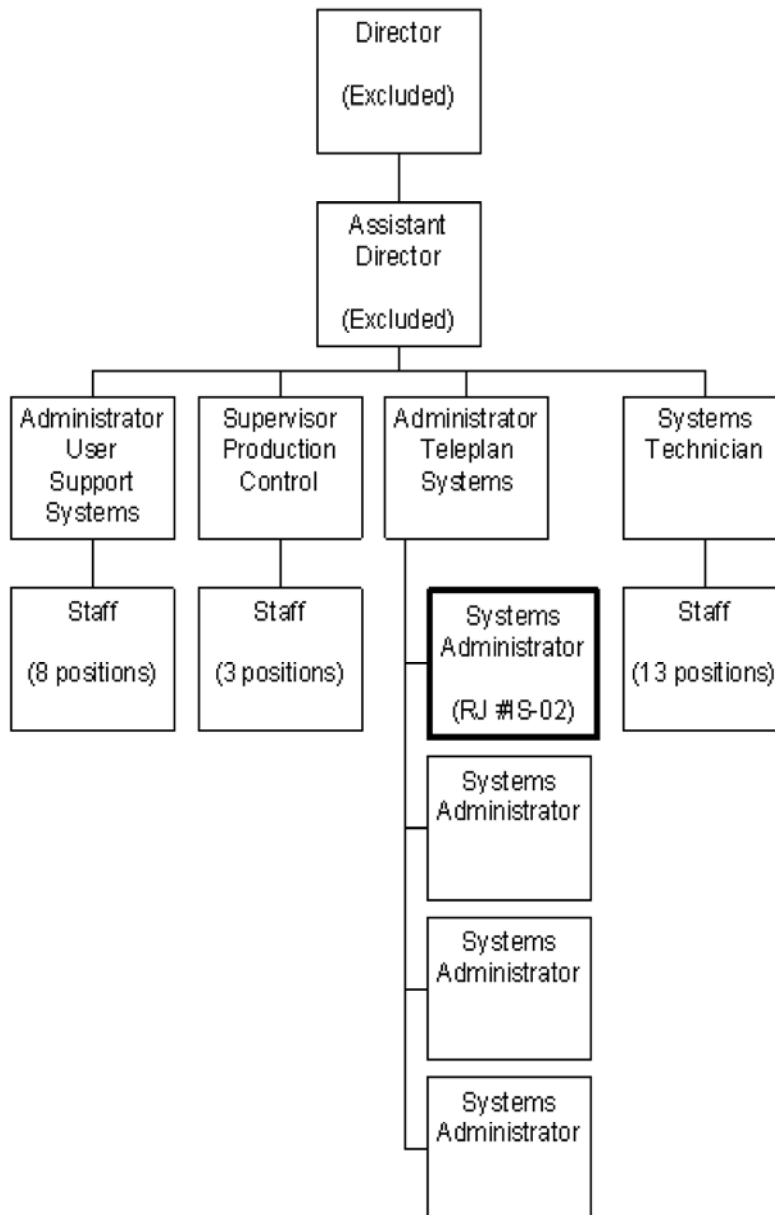|	
Position:	**Reference Job #IS02**
Ministry:	Health
Working Title:	**Systems Administrator**
Branch:	Medical Services Plan
Level:	Range 13
Location:	Victoria
NOC Code:	1421

PRIMARY FUNCTION

To provide first line problem resolution and systems administration support for the Teleplan System (mainframe with spandial access) to medical practitioners, vendors and business partners.

JOB DUTIES AND TASKS

1. Provides assistance and advice to clients/users to resolve their computer and network problems
   a. provides systems support for a multiple platform networked system (i.e. Teleplan), for all provincial medical practitioners
   b. responds to a variety of requests for assistance from medical practitioners, service bureaus and vendors regarding Teleplan systems software, network, communications and mainframe applications
   c. determines client systems problems, possible options and solutions, identifies the need for new procedural guidelines, and communicates solution to clients
   d. determines if problem is with Teleplan software or billing software and resolves software, hardware, network, security and billing problems
   e. advises clients on appropriate use of hardware and software and refers to business partners and vendors as required
   f. provides software and hardware installation and configuration requirements to partners and users at existing or new sites
   g. discusses unresolved client problems with business partners, vendors or other contacts and recommends corrective action
   h. refers client calls to vendors for repair of hardware or software
   i. logs calls to problem management system and tracks trends, problems and resolutions
   j. assigns a severity level to unresolved problems and escalates to appropriate group for resolution
   k. sets and/or resets and revokes security access passwords for medical practitioners or vendors using Teleplan security procedures; ensures and monitors proper security procedures
   l. loads and transmits broadcast messages, remittances and refusals to community e-mail boxes
   m. raises and closes alerts with central systems agency (i.e. ITSD) regarding network response problems
   n. uses software such as CICS, TSO, DB2
2. Ensures proper processing of production jobs
   a. submits batch jobs for test sites when requested
   b. runs Query Management Reports (QMRs) to track transmission errors and resolves with client
   c. explains claims systems to clients including preparation and transmission of batches, pre-edit,

adjudication, refusal held claims and payment

    d. schedules jobs on mainframe using job control language

3. Performs other related systems administration duties

    a. develops test plans, determines test requirements and schedules, tests production changes and new releases for teleplan software

    b. prepares and/or edits user manuals

    c. assists vendor sites in testing new software or new versions of exiting software

    d. reports systems problems, identifies need for further testing and identifies expected outcomes to supervisor or programming staff

    e. answers inquiries and provides advice on billing requirements such as submission codes, notes, debits, rebilling, electronic submission of claims, file retrieval, equipment needs, etc.

    f. provides information regarding system updates to reflect changes in policy and procedures

    g. recommends medical billing payment advances due to systems problems

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	**JOB KNOWLEDGE** Have a practical understanding of systems administration to resolve Teleplan systems problems involving medical claims billing software; log, track and escalate unresolved problems; provide advice and instruction to clients in the medical community; and test production changes and new releases.	F	190
2	**MENTAL DEMANDS** Judgement to assess client requirements and choose an approach using a combination of accepted systems procedures, software and hardware to determine and resolve Teleplan problems; log, track and escalate unresolved problems; provide advice to client users on Teleplan/billing procedures and processes; test production changes and new releases; and notify clients of systems or procedural changes.	D	100
3	**INTERPERSONAL COMMUNICATIONS SKILL** Discretion required to exchange information needing an explanation regarding Teleplan problems and solutions with clients such as installing software, resolving hardware problems, identifying application processes and transmitting claims electronically.	C	30
4	**PHYSICAL COORDINATION AND DEXTERITY** Moderate coordination and dexterity required to keyboard with some requirement for speed to update systems information, resolve problems and test production changes and new releases.	C	15
5	**RESPONSIBILITY FOR WORK ASSIGNMENTS** Guided by general procedures or instructions, selects alternative course of action to resolve Teleplan systems problems, raise network alerts with ITSD, advise clients of systems changes; provide clients with hardware/software installation and configuration requirements; and make recommendations on medical billing payment advances due to systems problems.	D	75
6	**RESPONSIBILITY FOR FINANCIAL RESOURCES** Some financial responsibility required to recommend medical billing payment advances.	C	15

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
7	**RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION** Moderate responsibility to set, reset and revoke security access passwords for medical practitioners and vendors; ensures and monitors proper security procedures.	C	15
8	**RESPONSIBILITY FOR HUMAN RESOURCES** Limited or no responsibility for human resources.	A	5
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** Intense sensory concentration to almost always view computer screen to log calls, resolve problems and test production changes.	D	18
11	**PHYSICAL EFFORT** Relatively heavy physical effort to apply almost continuous visual attention to computer screen to log calls, resolve problems and test production changes.	D	18
12	**SURROUNDINGS** Exposure to noisy office setting from constantly ringing phones in a help desk.	B	4
13	**HAZARDS** Limited exposure to hazards from frequent keyboarding.	B	4

Total Points: 494

Level: Range 13