

# JOB DESCRIPTION

Reference Job #IS-02

Ministry: Health  
Branch: Medical Services Plan  
Location: Victoria

Working Title:  
Level:  
Classification:

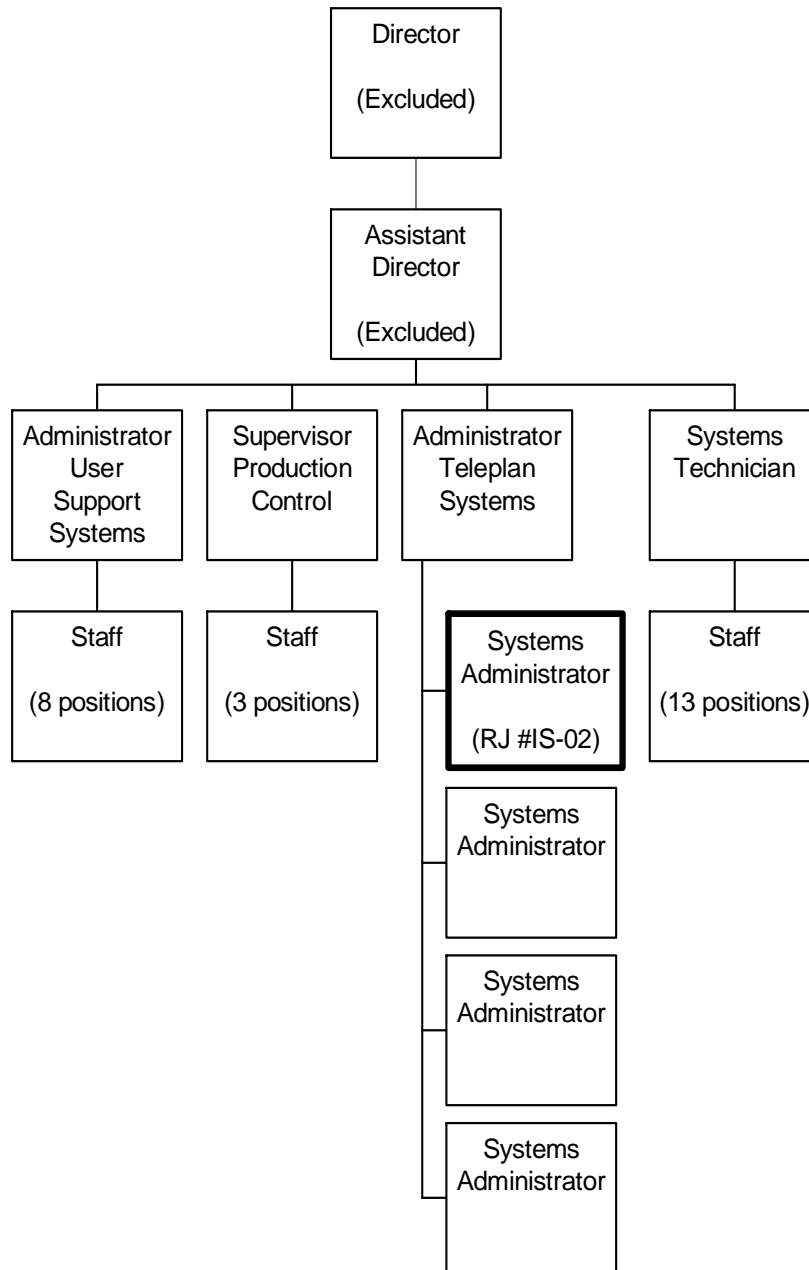
**Systems Administrator**  
Range 13  
Information Systems

## 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 existing 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



## REASON FOR CLASSIFICATION

Reference Job #IS-02

Job Title: Systems Administrator

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p><b>JOB KNOWLEDGE</b>            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.</p>	F	190
2	<p><b>MENTAL DEMANDS</b>            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.</p>	D	100
3	<p><b>INTERPERSONAL COMMUNICATIONS SKILL</b>            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.</p>	C	30
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b>            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.</p>	C	15
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b>            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.</p>	D	75
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b>            Some financial responsibility required to recommend medical billing payment advances.</p>	C	15
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b>            Moderate responsibility to set, reset and revoke security access passwords for medical practitioners and vendors; ensures and monitors proper security procedures.</p>	C	15

## REASON FOR CLASSIFICATION

Reference Job #IS-02

Job Title: Systems Administrator

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Limited or no responsibility for human resources.	A	5
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Responsibility for own well-being and safety in a low risk environment.	A	5
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Intense sensory concentration to almost always view computer screen to log calls, resolve problems and test production changes.	D	18
11	<b>PHYSICAL EFFORT</b> 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	<b>SURROUNDINGS</b> Exposure to noisy office setting from constantly ringing phones in a help desk.	B	4
13	<b>HAZARDS</b> Limited exposure to hazards from frequent keyboarding.	B	4

**Total Points: 494**

**Level: Range 13**