

Job Description

(A) Position Identification:	
Title:	Primary Care Network Technical Coordinator – Temporary to March 2027
Supervisor:	Primary Care Network PMH Optimization Evaluation Manager
(B) Position Summary:	
- Assesses PCN Central Office processes and equipment used for in-clinic patient education, classroom virtual learning, collaboration and meeting activities. - Supports implementation and testing of improvements to optimize above processes. - Documents workflows and educates current PCN Central Office team members to help them support high-quality in-clinic patient education, classroom virtual learning, collaboration and meeting activities. - Assists with PCN Central Office computer equipment inventory and evergreening. - Updates PCN website as needed to maintain security and enhance functionality. - Provides additional support to the PCN Central Office Team as required.	
(C) Key Duties & Responsibilities:	<u>Time %</u>
1. Requirements Gathering - Reviews and evaluates current technology and processes for in-clinic patient education, PCN Central Office classroom and PCN website activities, noting opportunities to increase efficiency, reliability and quality of technical delivery. - Presents recommendations to PMH Optimization Evaluation Manager and assists with prioritizing improvements.	35%
2. Design, Implementation and Testing Designs and tests improved processes, supporting integration into existing workflows.	30%
3. Training and Maintenance Processes - Develops and documents enhanced workflows for PCN Central Office team members. - Provides technical support to team members on enhanced workflows.	25%
4. IT Support Assists with updates, troubleshooting, and team member training on existing technology	15%
(D) Accountability/Consequence of Error:	
- Strives for optimal personal health and well-being. - Takes responsibility for own actions and decisions.	
(E) Supervision:	
Supervised by:	Primary Care Network PMH Optimization Evaluation Manager
(F) Regular Work Contacts:	
Works collaboratively with PCN staff and technology vendors.	

(G) Working Conditions:

- Independent with a high level of confidence and capable of effectively dealing with PCN Central Office team members and external vendors.
- Physically capable of performing duties related to position.

(H) Qualifications / Specifications: Contains personal requirements or qualifications that jobholder should possess.

Formal Education

- Diploma or degree in computer science, technology or a related field, or equivalent experience, required.

Experience

- Experience in technical consulting, quality improvement, project management, adult education, facilitation and a knowledge of Alberta's healthcare system are definite assets.

Knowledge, Skills, Abilities

- Excellent communication skills, both written and verbal
- Superior customer service skills.
- Ability to maintain a high level of confidentiality.
- Strong problem solving skills
- Excellent organizational skills, ability to multi-task, self-motivated and able to work in a fast paced environment.
- Knowledge of Microsoft Office.
- Demonstrated initiative to maintain and improve professional growth and development as well as modeling this to others.
- Excellent networking and facilitation skills.

Other

- Must have a recent (within the past three months) criminal record check/police information check (including vulnerable sector search) prior to the first day of hire.

(I) Authority: I have read this job description and understand these to be job duties of the Employee.

PCN PMH Optimization Evaluation Manager: _____ Date: _____

Employee: _____ Date: _____