

ELECTRONIC CONTENT MANAGEMENT COORDINATOR (GS 34)**DEFINITION OF WORK:**

This is specialized technical, advisory, analytical and information management work focusing on the set up and management of a department's Electronic Content Management System.

Work involves leading the implementation of electronic content management core configuration to accurately reflect the organization's structure, function and records management policies including set-up, design, configuration and maintenance of the application/ the management of user profiles and permissions; the testing of enhancements and modifications; the creation and management of user and statistical reports; and the preparation and maintenance of system documentation. The position provides ongoing user support and advice to system functionality queries and troubleshooting issues as well as system training to department users and works with management to establish appropriate controls to facilitate reporting process and ensures data integrity and security. Work may involve the participation in quality management projects and committees as it relates to improving and enhancing records management within the department. Work is performed with considerable independence and initiative and is reviewed by an Information Management Analyst or Manager through discussions and overall effectiveness and efficiency of the electronic content management system within the department.

ILLUSTRATIVE EXAMPLES OF WORK:

Completes and maintains key configuration elements of the Electronic Content Management (ECM) system such as location, record types, classification plans, retention schedules, user groups and profiles, viewer options, global settings and other system options (Example: TRIM).

Develops and implements departmental metadata standards within the ECM system.

Coordinates the integration of systems when new applications are introduced.

Designs and administers security within the ECM system in regard to record types, security access levels and data access permissions for user accounts.

Gathers, maintains and reports monthly ECM usage statistics and audit logs for management evaluation, reporting and troubleshooting purposes.

Develops input forms and report templates to be utilized by system users.

Ensures all data, information and system details are imported successfully into ECM in order to ensure accuracy and quality assurance of the system.

Designs and tests changes to the ECM database, configurations and system operations following new requirement changes and software upgrades.

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ILLUSTRATIVE EXAMPLES OF WORK...CONT'D

Implements ECM usage policy within the department to ensure consistency in practice.

Analyzes and evaluates both usage and audit reports of the ECM system in order to ensure efficiencies in work flow and to recommend future development requirements.

Creates and updates training manuals, quick reference guides, process documents and configuration materials specific to ECM functionality and processes.

Provides functionality and process training as well as ongoing support for departmental staff in the utilization of the ECM system.

May supervise the work of data entry, ECM support staff, IM Technicians or departmental administrative staff in keeping ECM updated.

Liaises with other provincial and federal ECM Coordinators, OCIO and management to stay up to date on system issues and enhancements and to ensure the integration of best practices into the system configuration and work flow design.

Interacts with system users to support, troubleshoot and provide advice on problems and questions.

Participates with analysts and management in coordinating and implementing the ECM system and maintaining and monitoring controls to ensure reliable service delivery.

Works with management to perform a risk assessment as it relates to information management and to establish appropriate systems and controls to facilitate reporting processes to ensure data integrity and security and to satisfy department information management requirements.

Works as a project team member on ECM projects and enhancements including the design of the ECM system.

Participates in processing requests for information under the Access to Information Protection of Privacy Act (ATIPP).

Adheres to legal requirements which affect the information of the Department including access to information by departmental staff. Ensures confidentiality and security is maintained at all times regarding sensitive data, correspondence, reports and information.

Performs other related duties as required.

EXPERIENCE AND TRAINING:

Considerable experience in the area of information technology and/or information management especially with electronic content management systems supplemented with a Bachelor's Degree in business administration, information technology and/or records and information management.