

**INFORMATION MANAGEMENT TECHNICIAN I (GS 23)****DEFINITION OF WORK:**

This is entry level technical and administrative support for records and information management initiatives within a department.

Work involves applying, implementing and utilizing IM rules, tools and resources as it relates to departmental filing and classification standards retention schedules and disposal procedures; locating and disseminating records in accordance with information management policies and ensuring confidentiality and security is maintained at all times regarding sensitive data, correspondence, reports and information. Position makes decisions on a daily basis based on knowledge of applicable functions, rules and regulations, however, technical or policy problems are normally referred to higher level information management officials for decisions or explanation. Work is reviewed by a higher level information management position for compliance with established procedures and practices through reports and general observation of daily operations.

**ILLUSTRATIVE EXAMPLES OF WORK:**

Processes incoming information and documentation using appropriate technology and equipment. Opens, codes and distributes departmental correspondence.

Responds to general departmental requests by searching, locating, retrieving, compiling and delivering records or media files through established procedures and delivery systems in a timely manner while demonstrating effective customer service skills.

Performs records center operations such as database searches, reprographic activities (e.g. imaging, digitizing, microfilming) and other clerical tasks in support of departmental information management initiatives.

Participates in ensuring the accurate application of departmental filing and classification standards, retention schedules and disposal procedures.

Participates in the revision and maintenance of Records Center/Information Services Center policies and procedures relating to storage, security and management of records by informing senior colleagues of issues and processes that have an impact on daily operations.

Transfers all dormant or inactive records to the department's Information Services Centre/Records Centre.

Monitors the physical condition of records to determine the need for preservation or conservation.

Processes outgoing information for secure disposal.

**ILLUSTRATIVE EXAMPLES OF WORK...CONT'D**

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.

Collects and provides information as requested to support records compliance audits.

Informs management of issues that have an impact on the department's information management and information protection processes.

Performs other related duties as required.

**EXPERIENCE AND TRAINING:**

Experience in the area of information technology and/or records and information management; completion of a one year post-secondary education with course work in business administration, information technology and/or records and information management.