INFORMATION MANAGEMENT TECHNICIAN III (GS 32)

DEFINITION OF WORK:

This is advanced technical and administrative support for records and information management initiatives within a department including supervisory and financial support for a departmental records and information management program.

Work involves providing supervision and guidance to subordinate staff and ensuring efficient operations of the Records Centre/Information Service Centre which includes the coordination of daily work flow, operations and record maintenance activities, maintaining logs and indexes to provide monthly reports on the status of information; maintaining and updating Records Centre/Information Service Centre policies and procedures; compiling and reporting statistical data on centre operations; providing process and technology training and orientation to technicians; participating in the development of department classification systems and retention schedules; and liaising with other lead technicians and staff across departments in building best practices into the Records Centre/Information Service Centre operations. Work is performed with considerable independence and initiative and is reviewed by a higher level information management official through discussions, reports and observation of overall effectiveness.

ILLUSTRATIVE EXAMPLES OF WORK:

Supervises the operation and coordinates work flow activities within the Records Centre/Information Services Centre. Provides orientation, training and coaching to departmental employees and Records Centre/Information Services Centre staff.

Establishes and maintains a uniform, complete and accurate filing system and electronic indexes of records. Monitors the filing, retrieval, retention and/or disposal of government information and documents to ensure the adherence to proper records management policies and procedures.

Works with management in updating policies and procedures related to storage, security, management and disposition of records and updating work flow procedures.

Manages and monitors physical and electronic inventory by identifying and correcting discrepancies to ensure the availability, security and accuracy of data through data normalization, cleanup and reconciliation activities.

Migrates data and/or media by following approved procedures that address the elements of data accessibility and authenticity and disposes of records in accordance with information management and protection policy and procedures (i.e. retention schedules, privacy requirements, archival policies and disposal procedures).

ILLUSTRATIVE EXAMPLES OF WORK…CONT'D

Supports the management of the departmental information management budget by collecting transactional data and providing guidance related to procurement initiatives and decisions.

Sorts, classifies and codes material for integration into systems using an existing classification plan.

Audits Record Centre/Information Services Centre processes for quality assurance and follows-up with management when issues are identified.

Represents the department at records management meetings, seminars and training and maintains membership in outside associations and professional organizations.

Participates in development of a classification system, retention schedules and disposition plan for the department.

Liaises with The Rooms, Provincial Archives on general records management and archival issues, including the identification and transfer of archival records.

Liaises with information management managers and analysts in the maintenance and development of IM/IP policies and procedures.

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:

Thorough experience in the area of information technology and/or information management with completion of a two year post-secondary education with course work in business administration, information technology and/or records and information management; or considerable experience in the area of information technology and/or information management with a Bachelor's Degree in business administration, information technology and/or records and information management.

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