

**Job Class Profile:            Electronic Content Management Co-ordinator****Pay Level:                      CG-33                      Point Band:                      718-741**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	5	4	2	4	4	5	4	3	2	
Points	233	67	13	19	120	108	83	64	21	728

**JOB SUMMARY**

The Electronic Content Management Co-ordinator performs technical, advisory, analytical and information management work focusing on the set up and management of department's Electronic Content Management System.

**Key and Periodic Activities**

- 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 audits 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.
- 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.

### Key and Periodic Activities

- 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.

## SKILL

### Knowledge

#### General and Specific Knowledge:

- Knowledge of records and information management and related information technology.

#### Formal Education and/or Certification(s):

- Minimum: Graduation from a recognized college or university with a Bachelor's Degree in Business Administration, Information Technology and/or Records and Information Management.

#### Years of Experience:

- Minimum: 3-5 years of experience in the area of information technology and/or information management especially with electronic content management systems.

#### Competencies:

- Strong computer skills
- Organizational skills
- Analytical skills
- Team building skills

### Interpersonal Skills

- A range of interpersonal skills are used to perform activities such as listening, asking questions, providing information and direction, and communicating complex information to others.
- Communication occurs with employees within the immediate work area, department/group, in other departments, supervisors, managers, and executive.
- Most significant contacts are Office of the Chief Information Officer (OCIO), Manager, and the Office of Information and Protection to listen to information from other people to determine how to support and manage the electronic content of the department, gather information to conduct analysis, provide information and direction to others regarding IM, and facilitating meetings regarding IM issues.

## EFFORT

<b>Physical Effort</b>
<ul style="list-style-type: none"> <li>— Work demands do not result in fatigue requiring periods of rest.</li> <li>— Occasionally required to lift/move objects, such as files and records up to 10 lbs. (i.e. retrieve and return files, stretching to reach file boxes). May be required to lift up to 50 lbs (this occurs rarely). Work provides the opportunity to occasionally stand and walk within the office environment.</li> <li>— Constantly required to perform fine finger/precision work while sitting using a keyboard and mouse, analyzing and updating databases, TRIM maintenance, etc.</li> </ul>
<b>Concentration</b>
<ul style="list-style-type: none"> <li>— <b>Visual</b> concentration is constant while developing and analyzing system and database.</li> <li>— <b>Auditory</b> concentration is required when gathering information to set up the Departmental systems.</li> <li>— Constantly impacted by <b>interruptions</b> and multiple <b>time pressures/deadlines</b> with a lack of <b>control over work pace</b> as a result of information management requests and changing priorities.</li> </ul>
<b>Complexity</b>
<ul style="list-style-type: none"> <li>— Work typically involves a series of tasks and activities that are quite different but allow the use of similar skills and knowledge.</li> <li>— Involved in conducting research and analysis, as well as leading the implementation of system.</li> <li>— Problems regularly tend to be simple, well-defined, involve standard work processes with obvious solutions. On occasion they may be more complex.</li> <li>— Policies, procedures, and guidelines exist to assist and address issues and challenges as well as senior information management professionals and OCIO information management staff who have expertise in this area.</li> </ul>

## RESPONSIBILITY

<b>Accountability and Decision-Making</b>
<ul style="list-style-type: none"> <li>— Work tasks and activities are generally prescribed or controlled.</li> <li>— Authority is required for updates to the system.</li> <li>— Independent judgement is used in administering security for system (i.e. security access levels, record types, etc.)</li> <li>— Work 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.</li> </ul>
<b>Impact</b>
<ul style="list-style-type: none"> <li>— Impacts generally affect immediate work area, within the department, and outside the department but within the organization.</li> <li>— Work activities impact processes, systems and information.</li> <li>— Impact is somewhat mitigated by the review of the Information Management Analyst, Manager</li> </ul>

and other centralized government Information Management groups.

#### **Development and Leadership of Others**

- Coordinates the work of other information management staff by ensuring that all activities and project assignments meet established standards, adhere to current legislation, and are completed on schedule. May establishes workloads.
- Provides functionality, process training and ongoing support to Departmental staff utilizing the systems.

### **WORKING CONDITIONS**

#### **Environmental Working Conditions**

- There is no requirement for any special precautions or safety equipment.
- There is no likelihood of injury/illness.
- Occasionally exposed to unusual/distracting noise (i.e. large scanners), dirt, dust, filth (i.e. scanners have to be cleaned regularly), garbage, and glare from computer screens. Lack of privacy while working in a cubicle is constant when dealing with sensitive information.