

Job Class Profile: Information Management Technician I**Pay Level: CG-23 Point Band: 388-421**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	3	3	2	3	2	2	2	1	2	
Points	140	50	13	14	60	43	41	21	21	403

JOB SUMMARY

The Information Management Technician I performs entry level technical and administrative support for records and information management initiatives within a department.

Key and Periodic Activities:

- 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 (i.e. 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.
- 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.

SKILL

Knowledge
<p>General and Specific Knowledge:</p> <ul style="list-style-type: none"> — Knowledge of information management practices and procedures. <p>Formal Education and/or Certification(s):</p> <ul style="list-style-type: none"> — Minimum: Completion of one year post-secondary education with course work in business administration, information technology and/or records and information management. <p>Years of Experience:</p> <ul style="list-style-type: none"> — Minimum: 1-2 years of related work experience <p>Competencies:</p> <ul style="list-style-type: none"> — Follows basic instructions and work processes. — Computer skills. — Ability to understand information management practices and procedures.
Interpersonal Skills
<ul style="list-style-type: none"> — A range of interpersonal skills are used daily to perform activities such as listening, asking questions, and providing information and direction to others. — Communication occurs with employees within the immediate work area, department, outside the department, supervisors, and managers. — Most significant contacts are supervisors, executive, and departmental staff to understand the request for information.

EFFORT

Physical Effort
<ul style="list-style-type: none"> — Work demands do not result in fatigue requiring periods of rest. — Work provides the opportunity to occasionally stand and walk within the office environment. — Required to perform fine finger/precision work while sitting using a keyboard and mouse responding to information requests from clients, updating databases, etc. — 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).
Concentration
<ul style="list-style-type: none"> — Visual concentration is required to review data on a computer monitor, scanning documents, and performing information management functions. — Auditory concentration is required when clarifying information requests and providing accurate verbal information to client requests. — Impacted by interruptions and multiple time pressures/deadlines with a lack of control over work pace when responding to requests. — Exact results and precision are required when entering data into the system, accurately filing information in TRIM, and scanning and organizing documents.
Complexity
<ul style="list-style-type: none"> — Work typically involves tasks that are similar, well-defined and require similar knowledge and

skills.

- Problems tend to be simple and can be addressed by following procedures or guidelines. The most typical challenge or problem relates to matching correspondence to established numeric guides, improper titling of information, and the inability to identify a proper classification. Technical or policy problems are normally referred to higher levels for decisions or explanation.
- Co-workers, policies, procedures and guidelines exist to assist and address issues and challenges.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are highly monitored and controlled.
- Requires supervisor's approval for deleting and/or destroying records and accessing the data centre.
- Work tasks involving the interpretation of policies and procedures or the releasing of confidential information are completed with discretion and independent judgment.

Impact

- Impacts generally affect immediate work area, department, and outside the department.
- Work activities impact information, material resources and government image.
- Inaccurate reporting can result in errors in correspondence work flow, difficulty in searching/locating records, etc.
- In the event of a mistake or error the consequence is directly felt on the quality of information maintained in the TRIM system.
- Errors generally are identified/resolved within 24 hours of identification.
- Legislation, policies, and procedures are in place to mitigate the impact of errors.

Development and Leadership of Others

- There is no supervision of staff but may provide advice/guidance to new employees or students.

WORKING CONDITIONS

Environmental Working Conditions

- There is no requirement for any special precautions or safety equipment.
- Exposed to dirt, dust, filth and garbage, glare from computer screens and awkward or confining spaces (i.e. retrieving files from storage facility).