

**Job Class Profile: Information Management Technician III****Pay Level: CG-34 Point Band: 742-765**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	5	4	2	3	4	5	4	4	2	
Points	233	67	13	14	120	108	83	86	21	745

**JOB SUMMARY**

The Information Management Technician III provides 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.

**Key and Periodic Activities:**

- 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.
- 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.

**Key and Periodic Activities:**

- 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.

**SKILL****Knowledge****General and Specific Knowledge:**

- Thorough knowledge of information management practices and procedures.

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

- Minimum: Completion of a two year post secondary education with course work in business administration, information technology and/or records and information management

**Years of Experience:**

- Minimum: 5 years of experience in the area of information technology and/or information management.

**Competencies:**

- Uses various computer software programs such as specialized records management software.
- Ability to apply information management practices and procedures to a departmental records centre.
- Ability to supervise and provide direction to others.
- Communication skills.

**Interpersonal Skills**

- A range of interpersonal skills are used to perform activities such as listening, asking questions, communicating complex information, and providing information and direction to others.
- Communication occurs with all Information Management Technicians within the Records Centre, employees within the immediate work area, department, outside the department, supervisors, and managers.
- Most significant contacts are supervisors, executive, and departmental staff on issues that have an impact on operations; the Office of the Chief Information Officer regarding Information Policy direction; and the Provincial Archives on archival issues. Interactions include teaching others how to use TRIM, providing advice to employees on records management, and listening to understand the needs of employees.

**EFFORT****Physical Effort**

- Work demands do not result in fatigue requiring periods of rest.

- 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).
- 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, TRIM maintenance, etc.

#### Concentration

- **Visual** concentration is required when reviewing 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 and while liaising with the Provincial Archives and the Office of the Chief Information Officer.
- Impacted by **interruptions and multiple time pressures/deadlines with a lack of control over work pace** when dealing with access to information requests and budget/update reports by management.
- **Exact results and precision** are required when establishing a computer filing system, migrating data, etc.

#### Complexity

- Work typically involves tasks that are similar and require similar knowledge and skills.
- In addition to the advanced technical information management duties, there are some unrelated processes such as overseeing the operations of the Records Centre including supervising information management staff, maintaining and updating the policies and procedures and supporting the financial management by collecting and providing budgetary information.
- Problems tend to be simple and can be addressed by following procedures or guidelines. The most typical challenges or problems auditing records centre for quality assurance and ensuring confidentiality and protection of information.
- Policies, procedures, management supervisor and guidelines exist to assist and address issues and challenges.

## RESPONSIBILITY

#### Accountability and Decision-Making

- Responsibility to ensure efficient operations of the Records Centre/Information Service Centre which includes the coordination of daily work flow, operations and record maintenance activities; provide budgetary support; maintain logs and indexes to provide monthly reports on the status of information; maintain and update Records Centre/Information Service Centre policies and procedures; compile and report statistical data on centre operations; provide process and technology training and orientation to technicians; participate in the development of department classification systems and retention schedules; and to build best practices into the Records Centre/Information Service.
- Supervisory approval would be required for changes in policies and procedures.

#### Impact

- Impacts generally affect immediate work area, department, and outside the department.

- Work activities impact information, the operations of the unit, financial resources, human resources, material resources and government image.
- Ensures the protection, security and management of a department's information.
- Legislation, policies, and procedures are in place to mitigate the impact of errors.

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

- Typically responsible for direct and ongoing supervisory activities for a small size work group of employees (1 to 4).

### **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).