



## JOB DESCRIPTION

### JOB DETAILS

<b>Job Title:</b> Information Management Specialist	<b>Job ID:</b> AO2412
<b>Classification:</b> Administrative Officer R24	<b>Classification Date:</b> (MM/DD/YYYY)
<b>Branch:</b> Business Services	<b>Unit:</b> TIS-Business Solutions
<b>Reports to:</b> Team Lead, Information Management	<b>Security Screening:</b> Yes
<b>Union/Excluded:</b> BCGEU	

### BRANCH DESCRIPTION

The Business Services branch provides enterprise services to support the execution of the 12|21 corporate strategic plan, and ongoing operations of pension administration services. The Branch delivers services to ensure information is compliant, protected, managed, governed, digital and accessible and useful to support evidence based strategic, tactical and operational decision making by a variety of internal and external stakeholders. This is accomplished by ensuring processes that transform data are measurable, appropriately controlled, consistent and transparent, efficient and secure. These outcomes are achieved through the delivery of services including product management, business process and information management services. Services are delivered through a multi-disciplinary team of professionals committed to leveraging process and information management practices to ensure the right information is available, to the right person, at the right time and is delivered using the most effective and efficient processes.

### JOB SUMMARY

The Information Management Specialist's main focus is to deliver a records and information management (IM) program for the corporation so that corporate information assets are managed effectively in accordance with their determined value and as required by legislation, policy, standards and procedures. This role will develop, analyze, interpret and apply policies, standards and processes related to IM in order to provide IM service, guidance and advice to clients. Services to clients include the development and delivery of training and awareness activities, development and implementation of record retention schedules, and IM process documentation. This position will also conduct routine privacy incident investigations as assigned by the Team Lead. Investigations include gathering information about the incident, documenting findings and making recommendations. This position also coordinates the search, identification, location, and retrieval of responsive records for access requests to corporation-held records in accordance with FOIPPA and determines if records should be released or withheld, based on review and analysis of requests.

### JOB RESPONSIBILITIES

1. Develops and enforces strategies, methods, frameworks, and standards to ensure records are protected and managed according to legislative requirements.
2. Researches, develops and implements strategies, tools and systems for tracking physical and electronic records holdings and liaise with storage and system vendors to ensure compliance with contracts and service levels.
3. Determines and develops Record Management and Privacy training requirements with the Team Lead, delivering relevant and impactful training programs and communication materials for staff.
4. Conducts privacy incident investigations as assigned by the Team Lead and makes recommendations on improvements to business processes to improve protection of personal information.
5. Manages complex FOI requests that involve multiple stakeholders, are cross corporation, and include sensitive information.
6. Administers and controls the lifecycle management and disposition of corporation information and develops and manages the vital records disaster recovery plans.
7. Provides information management consultation and expertise to project teams.
8. Coordinates responses to Freedom of Information and Protection of Privacy and legal requests as per policy to ensure completeness and accuracy.
9. Leads and manages IM projects ensuring adherence to the corporation's project management practices and standards and information management policies and standards.
10. Provides support and backup to the privacy program when required by conducting PIAs, or liaising with corporate legal counsel regarding document discovery activities in support of legal actions.

11. Consults with business areas on the creation and management of quality information assets.
12. Provide coaching to staff in relation to their performance, career development, information management profession and associated methodology(ies).
13. Supervises staff including assignment of work, performance plans and reviews, approval of leave, and address performance/behavioural issues.
14. Manages talent attraction, onboarding, development, deployment and retention.

## EDUCATION

Degree/Diploma Obtained	Program of Study
<ul style="list-style-type: none"> <li>• A degree in Business Administration, Business Management, Master of Library and Information Studies or a similar field and three years of related information management (includes records management) experience.</li> <li>• An equivalent combination of education, training and related information management (includes records management) experience may be considered.</li> <li>• Certified Records Manager or Enterprise Content Management Master or Certified Information Professional are considered as assets.</li> </ul>	

## EXPERIENCE

Years of Experience	Type of Experience
<ul style="list-style-type: none"> <li>• Experience supervising and coaching staff.</li> </ul> <p>The three years of experience must include:</p> <ul style="list-style-type: none"> <li>• Applying and enforcing information lifecycle management principles and techniques and data retention and information schedule requirements.</li> <li>• Managing records or information using an enterprise records and document management system (e.g. TRIM, RM8, MS SharePoint).</li> </ul> <p>A minimum of one year experience must include:</p> <ul style="list-style-type: none"> <li>• Developing and delivering training materials to diverse audiences.</li> <li>• Managing or leading information or record management projects.</li> <li>• Conducting research and developing policies and standards.</li> <li>• Coordinating Freedom of Information and Protection of Privacy requests.</li> </ul>	

## KNOWLEDGE, SKILLS & ABILITIES

- Thorough knowledge of information management principles, best practices, and processes,
- Demonstrated ability in designing and implementing information management systems
- Working knowledge of the BC Information Management Act and Freedom of Information and Protection of Privacy Act;
- Working knowledge of office productivity applications (e.g. MS Office, including Word, Excel, Outlook, PowerPoint, and Visio)
- Working knowledge of techniques for management of corporate records
- Strong oral and written communication skills
- Excellent research and analytical skills
- Ability to promote the information management program to clients to increase awareness and buy-in
- Strong ability to organize, analyze, and interpret information
- Good planning, facilitation and relationship management skills

## CORE COMPETENCIES

### Navigating Change L2

Supporting self and others through change and transition and enabling successful transformation in work products and processes.

- Invites input and feedback on proposed changes.
- Supports others in generating new and innovative approaches.
- Builds support for new approaches and initiatives.
- Shares information on change in a timely manner.
- Identifies innovative approaches to deal with situations for which no known precedent exists.
- Eliminates unnecessary work activities.

### Embracing Learning L2

Contributing to a learning culture by developing self and supporting others to acquire skills and improve performance.

- Gathers feedback from various sources to identify own strengths and weaknesses.

- Pursues challenging experiences beyond current position to add value in own area.
- Helps others identify learning needs to meet current job requirements.
- Provides honest, timely, clear and specific feedback to others.
- Ensures people are provided appropriate training within available budget and resources.
- Encourages people to reach their full potential.

### **Client Orientation L2**

Making it easy for our external and internal clients - seeing things through their eyes.

- Anticipates clients' needs and concerns.
- Develops procedures and practices to ensure consistent service.
- Leads or participates in efforts to enhance service delivery systems and processes.
- Ensures consistency of service experience.

### **Accountability L2**

Holding self and others accountable to deliver on commitments and to achieve desired results.

- Sets challenging but realistic goals for own area of responsibility.
- Helps people improve performance to maximize results.
- Holds people accountable for meeting established expectations.
- Evaluates progress against established goals and objectives.

### **Inspiring Trust L2**

Inspiring confidence by demonstrating integrity and building credibility.

- Creates opportunities to build internal and external relationships.
- Demonstrates confidence in own abilities, views or decisions when challenged.
- Provides skill, knowledge and talents to resolve complex issues.
- Fosters trust by communicating consistent, reliable and accurate information.
- Builds on others' ideas to develop support.
- Helps others build confidence in themselves.
- Recognizes the contributions and successes of others.

### **Decision Making L2**

Enabling progress by resolving issues and supporting others in taking calculated risks and making decisions.

- Involves the right people in the decision making process.
- Makes decisions by weighing several factors, some of which are partially defined with missing pieces of information.
- Uses sound business sense to make decisions.
- Considers risks when identifying or recommending options.
- Provides context and rationale for decisions.
- Provides information to others to support decision making on complex issues.

### **Organizational Focus L2**

Aligning work priorities, processes and practices to achieve the strategic direction.

- Optimizes processes or practices to support the achievement of organizational goals.
- Helps team members understand the broader vision and how their work is aligned.
- Identifies broader implications of proposed positions, options and approaches.
- Makes connections between situations and patterns to improve decision making.
- Recommends approaches to address issues with a longer term perspective.