Job Class Profile: Information Management Technician II

Pay Level: CG-27   ## Point Band: 534-577

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	4	4	2	3	3	3	3	1	2	
Points	187	67	13	14	90	65	62	21	21	540

JOB SUMMARY

The Information Management Technician II is responsible for technical and administrative support of a Records/Information Services Centre within a department.

Key and Periodic Activities:

— Informs management of issues that have an impact on information management program operations and compliance with government's information management legislation.
— Participates in maintaining policies and procedures relating to storage, security, management and disposition of records.
— Sorts, classifies and codes material for integration into systems using an existing classification plan.
— Responds to specific departmental advanced requests by searching, locating, retrieving, compiling and delivering information or media files through established procedures and delivery systems, using appropriate reference and research tools.
— Maintains and gathers statistical data for Records Centre/Information Services Centre operational reporting purposes to support management requests and projects.
— Controls 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.
— Performs physical file maintenance tasks including interfiling and applying tracking, bar codes or identifying labels to maintain the records and information repository integrity.
— 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 such as retention schedules, privacy requirements, archival policies and disposal procedures.
— Collects and provides transactional data (expenses, expenditures) as requested related to procurement initiatives and decisions, to support the management of budget and expenditures.
— Oversees the operation of photocopiers, facsimile equipment, scanners, bar code readers and microfilm systems by ensuring training is provided as required, equipment is kept in good working order and maintenance is scheduled when necessary.
— Orders equipment and supplies for the Records Centre/Information Service Centre.
— Provides information management and privacy knowledge and work flow guidance to subordinate staff on a daily basis, as needed, in accordance with departmental Record Centre/Information Service Centre policies and procedures.

Key and Periodic Activities:
— Provides new employee orientation as well as program, process and/or technology training to new technicians and employees within the Records Centre/Information Service Centre. — Provides guidance and support in ensuring the accurate application of departmental filing and classification standards, retention schedules and disposal 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: — Knowledge of information management practices and procedures. **Formal Education and/or Certification(s):** — Minimum: Completion of two year post secondary education with course work in business administration, information technology and/or records and information management. **Years of Experience:** — Minimum: 3-5 years of related work experience **Competencies:** — Uses various computer software programs such as specialized records management software. — Ability to apply information management practices and procedures.

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 lower level Information Management Technicians, 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. Interactions include providing direction to others on 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 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.
— Regularly impacted by **interruptions and multiple time pressures/deadlines with a lack of control over work pace** when processing access to information requests.
— **Exact results and precision** are required when entering data into the system, accurately filing information in TRIM, and scanning and organizing documents.

Complexity

— Work typically involves tasks that are similar and require similar knowledge and skills.
— In addition to the technical information management duties at the working level, has administrative responsibility for the area and assists in overseeing the operation of the unit.
— Problems tend to be simple and can be addressed by following procedures or guidelines. The most typical challenges or problems are matching correspondence to establish numeric guides, improper titling of information, and the inability to identify a proper classification.
— Co-workers, policies, procedures and guidelines exist to assist and address issues and challenges.

RESPONSIBILITY

Accountability and Decision-Making

— Work tasks and activities are generally prescribed and controlled.
— Decisions can be made with respect to adding or deleting users in the TRIM system, common file classifications, and daily maintenance of system.
— Assists management with issues that have an impact on the operations of the unit.
— Also has the responsibility to control the physical and electronic inventories.
— 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, the operations of the unit, material resources and government image.
— Errors generally identified/resolved within 24 hours of problem 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.
— May be required to provide orientation on process and/or technology training to new

technicians within the Records Centre/Information Service Centre.

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).