

**TITLE: MANAGER CORPORATE IM SYSTEMS AND SERVICES****CLASSIFICATION: ADMINISTRATIVE OFFICER 24****MINISTRY: TECHNOLOGY, INNOVATION AND CITIZENS' SERVICES****WORK UNIT: INFORMATION ACCESS OFFICE****SUPERVISOR TITLE:****SUPERVISOR POSITION #:****JOB OVERVIEW**

*The Manager, Corporate IM Systems and Services is accountable for the effective management of government-wide records storage services and related corporate information systems to meet statutory requirements for the management of off-site government information assets. The position ensures standards and performance expectations are met. The position contributes to development of policy and procedures by evaluating the impact and support requirements of these developments with respect to operational realities, concerns and resource implications. The position assesses the operational requirements for full implementation of government wide changes, assists in implementation planning and ensures such changes are successfully put into effect. Ensures the Branch is aware of potential opportunities for refinement in order to streamline processes to achieve cost savings and efficiencies and implements strategies for continuous quality improvement.*

**ACCOUNTABILITIES**

- Manages the Corporate IM Systems and Services Section including program responsibilities, budget and staff.
- Develops and maintains effective, cooperative working relationships with clients and service providers to ensure client needs and corporate requirements are met and efficiencies are derived
- Manages the development and implementation of information management software and processes, ensuring system functionality, and stability, and managing risk.
- Conducts strategic planning, reports to the Director on productivity and progress towards goals, and makes necessary adjustments or changes to ensure goals and objectives are achieved.
- Participates in operational budget development, signs for goods and services received, ensures sound financial control.
- Supervises staff, conducts recruitment activities, training, approves leave, and conducts performance reviews.
- Monitors production and adherence to standards; identifies training needs, provides leadership and informal mentoring; and establishes monitors and evaluates work plans.
- Negotiates, manages and audits contracts for storage service companies, off-site storage facilities and corporate supply arrangements.

**Date:**

- Investigates and reports on losses, breaches of security or other inappropriate access, loss or unauthorized disposal of information.
- Develops service plans and recommends strategies that ensure the cost-efficient management and disposition of records and information and the delivery of services that are compliant with government policies and standards.
- Develops and implements protocol agreements with agencies, boards, commissions and Crown corporations regarding the custody, control, or transfer of records to off-site records storage services.
- Maintains and administers security controls and data integrity standards while ensuring application of policies, procedures and standards.
- Develops and manages records disaster recovery plans to ensure the restoration of off-site and branch automated systems records damaged due to flood, fire or other disasters.
- Plans and manages projects; initiates and prepares project plans; evaluates project processes and progress.

## **JOB REQUIREMENTS**

- University degree in related field (Public Administration, Business Administration, Information Management, Library Services, Archival Studies), plus three years of related experience; or an equivalent combination of education/training.
- Demonstrated experience in providing advice to staff and clients on policy, procedures and guidelines, preferably in the areas of records/information management.
- Demonstrated leadership experience, working effectively with internal and external stakeholders to deliver client services.
- Demonstrated experience in compiling and analysing complex information from multiple sources to make recommendations for program strategies, policies, or procedures
- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRA) check, and/or enhanced security screening checks as required by the ministry (**Note: It is important that you read the job posting carefully to understand the specific security screening requirements pertaining to the position**).

## **KNOWLEDGE:**

- Superior managerial and technical knowledge of information management systems
- Knowledge of current records management technology and standards (including electronic document management systems).
- Knowledge of the *Document Disposal Act* and related Government of British Columbia policy and procedures.
- Knowledge of sMust have knowledge of the structure and programs of the Government of British Columbia

## **SKILLS AND ABILITIES:**

- Sound judgment and critical thinking to analyze and resolve complex problems.

Date:

- Work well in a cooperative team environment.
- Must demonstrate tact, discretion, and sensitivity when dealing with clients, stakeholders, sensitive situations and confidential material.
- Must have excellent written and oral communication skills, including ability to preparing briefing documents, high level reports, and decision papers for review by others;
- Ability to develop and implement short and long term goals and objectives for a program as well as training plans.
- Ability to work independently, under significant pressure and meet deadlines.
- Ability to provide effective and efficient business solutions through cooperative application of information technology products and services.
- Ability to design and maintain a variety of complex spreadsheets, databases, reports and word documents.

## BEHAVIOURAL COMPETENCIES

- **Analytical Thinking** is the ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues. It implies the ability to systematically organize and compare the various aspects of a problem or situation, and determine cause-and-effect relationships ("if...then...") to resolve problems in a sound, decisive manner. Checks to ensure the validity or accuracy of all information.
- **Business Acumen** is the ability to understand the business implications of decisions and the ability to strive to improve organizational performance. It requires an awareness of business issues, processes and outcomes as they impact the client's and the organization's business needs.
- **Conceptual Thinking** is the ability to identify patterns or connections between situations that are not obviously related, and to identify key or underlying issues in complex situations. It includes using creative, conceptual or inductive reasoning or thought processes that are not necessarily categorized by linear thinking.
- **Expertise** includes the motivation to expand and use technical knowledge or to distribute work-related knowledge to others.
- **Improving Operations** is the ability and motivation to apply one's knowledge and past experience for improving upon current modes of operation within the Ministry. This behaviour ranges from adapting widely used approaches to developing entirely new value-added solutions.
- **Leadership** implies a desire to lead others, including diverse teams. Leadership is generally, but not always, demonstrated from a position of formal authority. The "team" here should be understood broadly as any group with which the person interacts regularly.
- **Managing Organizational Resources** is the ability to understand and effectively manage organizational resources (e.g., people, materials, assets, budgets). This is demonstrated through measurement, planning and control of resources to maximize results. It requires an evaluation of qualitative (e.g., client satisfaction) and quantitative (e.g., service costs) needs.
- **Problem Solving/Judgement** is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions.

Date:

**CLIENT RELATIONS SPECIALIST  
(BROADER PUBLIC SECTOR)****CLASSIFICATION: ADMINISTRATIVE OFFICER 24  
POSITION NO: 00010176****CONTEXT**

The Records Management Client Relations Specialist (Broader Public Sector) is located in Information Access Operations (IAO) in Shared Services BC. IAO's mandate is to lead and deliver optimal services on behalf of the Province of British Columbia in fulfilling the obligations under the *Freedom of Information and Protection of Privacy Act* and the *Document Disposal Act*. Records management cost recovery from the Broader Public Sector account for over \$1,000,000 in revenues for IAO.

**JOB OVERVIEW**

A records management specialist with the primary responsibility for developing, managing and enhancing client relationships across the Broader Public Sector (BPS). The Client Relations Specialist reports to the Director, Records Management Operations, and provides records management advice, best practices and direction with an additional objective of increasing revenue for IAO.

**ACCOUNTABILITIES**

- Provides advice and guidance to agency representatives in the development of strategic and operational information management plans
- Provides expert advice to client executive and senior management on records management issues, including legislative and policy initiatives with records management implications.
- Develops, monitors and reviews strategies, methods and standards to ensure client records, in all recorded formats, are managed according to legislative requirements.
- Promotes records as a corporate information resource, and markets the records management program and services to foster improved accountability
- Leads or participates in cross-agency business process reviews to improve efficiency and effectiveness in serving client needs, including the Systems Development Life Cycle
- Establishing positive client relations and identifying and matching the client needs with the relevant Shared Services resource or external stakeholder
- Negotiating client shared services agreements relating to records management
- First line for conflict resolution through escalation process
- Authorizes agencies to use the Administrative Records Classification System (ARCS) and to apply retention periods to their records
- Researches, analyzes, provides advice and submits legal opinion requests regarding agencies' status under the *Document Disposal Act*.

## **JOB REQUIREMENTS**

- University degree in related field (archival studies, library science, information management, public administration), and three years of related experience; or, diploma in a related field and four years of related experience; or seven years of current, progressive, related experience supplemented by courses in information management, archival studies, library science, public administration or related field.
- Three years' Experience interpreting and administering legislation, drafting operational policy, procedures and guidelines, and providing advice on policy, procedures and guidelines for records in paper and electronic format.
- Comprehensive knowledge of the *Document Disposal Act* and associated policies and procedures sufficient to provide advice to executive and senior management, and to resolve interpretation issues with clients and staff
- Knowledge of government structure, mandates and programs
- Strong proven problem solving, negotiation, and conflict resolution skills
- Experience working with all levels within an organizations
- Three years' experience managing relationships with client organizations
- Experiencing providing clear and concise oral and written information for key stakeholders and executive
- Computer software experience with desktop applications (standard office software, email and calendar systems)

## **Competencies**

Expertise; Empowerment; Decisive Insight; Leadership; Partnerships with Stakeholders; Results Orientation; Self Confidence; Service Orientation; Teamwork and Cooperation

**TITLE: DIGITAL INFORMATION STRATEGIST**

**CLASSIFICATION: ADMINISTRATIVE OFFICER 24**

## **JOB OVERVIEW**

*The Digital Information Strategist develops and revises government-wide legislation, policy, and standards on corporate information management, provides information management advice to stakeholders and clients and performs special projects and other duties on behalf of the Executive Director.*

## **ACCOUNTABILITIES**

Required:

- Develops, reviews, and recommends government IM/IT policy, standards, and enterprise architecture options.
- Conducts environmental scans, jurisdictional reviews and legislation research (comprehensive policy reviews; gap analysis; trend analyses), analyses data and makes recommendations to Branch executive on options for developing overarching policy framework for corporate information management.
- Conducts research and develops new/revises existing legislation, policies and procedures on corporate information management. Develops systems application (e.g., EDRMS) and other standards for records management for government.
- Develops accountability and reporting frameworks, identifying standards and metrics that can be used to measure compliance, to monitor government adherence to legislation and policy requirements.
- Analyses patterns and trends to determine why non-compliance may be occurring (e.g., gap in legislation or policy; training needs). Works with clients (e.g., updates/communicates policy changes) to improve compliance.
- Reviews for comment draft policies prepared by other central agencies, by government clients or by policy staff in other Branches.
- Represents Government Records Service and serves as a records management subject matter expert on domain teams within Corporate Information and Records Management Office (CIRMO) and on external working groups and committees (e.g., comprising subject experts from the CIRMO, OCIO and ministries).
- Consults with stakeholders to establish policy updates and to determine development priorities and timelines.
- Develops special retention schedules. Involves consultation before, during and after schedule development, presentation of schedule to Information Advisory Committee.
- Advises executive on current/emerging information management issues. Provides policy and planning advice to mitigate negative impacts.
- Advises systems and records staff in ministries and central agencies on information management requirements and best practices pertaining to e-applications/electronic systems (e.g., web site capture, email management, document and records management systems, disposition of e-records).

**Career Group:**

Administrative Services

**Job Family:**

Program Management

**Job Stream:**

**Role:**

Professional

**Issue Date:**

July 2011

- Advises stakeholders on priorities and on direction of government, emerging trends and technologies impacting government IM policy, standards, systems and procedures, information management issues (e.g., applicability of legislation).
- Develops and/or delivers content, including IM/IT and Recorded Information Management policies, guidelines, Frequently Asked Questions (FAQs), and other material for CIRMO web sites.
- Conducts comprehensive reviews and provides advice and recommendation on issues raised by the Corporate Records Officer.
- Identifies projects (e.g., policy gaps; impacts of future trends in information management may on current legislation and policy) that support Ministry and government interests in continuing to advance information management systems. Initiates, leads/coordinates or participates in OCIO and Branch information management infrastructure projects, business process reviews etc.
- Drafts and/or reviews materials to be submitted for review/action by Executive, including presentations, communications reports, briefing notes, Requests for Proposals (RFPs), Service Level Agreements etc.
- Acts on national and international committees to develop international standards for the management of information (e.g., International Standards Organization 15489 Records Management).

## JOB REQUIREMENTS

- University degree in a related field and 3 years' experience. A combination of experience and education will be considered.
- Broad knowledge of the legislative and policy development process of Ministry programs and statutory responsibilities and experience working with senior officials and professionals.
- Must be able to analyze and interpret the relationship of legislation and of public policy to initiatives associated with overall information management.
- Excellent interpersonal, communication and problem-solving skills to achieve commitment and consensus from stakeholders with divergent viewpoints.
- Must work well in a cooperative team environment, demonstrating tact, discretion, and sensitivity when dealing with sensitive situations and confidential material.
- Strong research and writing skills
- Experience in information management policy and legislation development and implementation is preferred
- Preference may be given to candidates with experience in Digital Records management
- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRRA) check, and/or enhanced security screening checks as required by the ministry (**Note: It is important that you read the job posting carefully to understand the specific security screening requirements pertaining to the position**).

## BEHAVIOURAL COMPETENCIES

- **ANALYTICAL THINKING**
- **LONG TERM FOCUS**
- **PROBLEM SOLVING/JUDGMENT**

Career Group:  
Administrative Services

Job Family:  
Program Management

Job Stream:

Role:  
Professional

Issue Date:  
July 2011

- **BUILDING PARTNERSHIPS WITH STAKEHOLDERS**
- **CONTINUOUS DEVELOPMENT**
- **EXPERTISE**
- **IMPROVING OPERATIONS**
- **SERVICE ORIENTATION**
- **RESULTS ORIENTATION**
- **CLIENT DEVELOPMENT**

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**Career Group:**

Administrative Services

**Job Family:**

Program Management

**Job Stream:**

**Role:**

Professional

**Issue Date:**

July 2011



**Title:** Manager Corporate IM Systems & Services  
**Ministry:** Technology, Innovation & Citizens' Services

**Classification:** Administrative Officer 24  
**Work Unit:** Information Access Office

## JOB OVERVIEW

*This Position is accountable for the effective management of government-wide records storage services and related corporate information systems to meet statutory requirements for the management of off-site government information assets. The position ensures standards and performance expectations are met. The position contributes to development of policy and procedures by evaluating the impact and support requirements of these developments with respect to operational realities, concerns and resource implications. The position assesses the operational requirements for full implementation of government wide changes, assists in implementation planning and ensures such changes are successfully put into effect. Ensures the Branch is aware of potential opportunities for refinement in order to streamline processes to achieve cost savings and efficiencies and implements strategies for continuous quality improvement.*

## ACCOUNTABILITIES

- Manages the Corporate IM Systems & Services Section including program, budget and staff.
- Develops and maintains effective, cooperative working relationships with clients and service providers to ensure client needs and corporate requirements are met and efficiencies are derived
- Manages the development and implementation of information management software and processes, ensuring system functionality, and stability, and managing risk.
- Conducts strategic planning, reports to the Director on productivity and progress towards goals, and makes necessary adjustments or changes to ensure goals and objectives are achieved.
- Participates in operational budget development, signs for goods and services received, ensures sound financial control.
- Supervises staff, conducts recruitment, training, approves leave, and conducts performance reviews.
- Monitors production and adherence to standards; identifies training needs, provides leadership and informal mentoring; and establishes, monitors and evaluates work plans.
- Negotiates, manages and audits contracts for storage service companies, off-site storage facilities and corporate supply arrangements.
- Investigates and reports on losses, breaches of security or other inappropriate access, loss or unauthorized disposal of information.
- Develops service plans and recommends strategies that ensure the cost-efficient management and disposition of records and information and the delivery of services that are compliant with government policies and standards.
- Develops and implements protocol agreements with agencies, boards, commissions and Crown corporations regarding the custody, control, or transfer of records to off-site records storage services.
- Maintains and administers security controls and data integrity standards while ensuring application of policies, procedures and standards.
- Develops and manages records disaster recovery plans to ensure the restoration of off-site and branch automated systems records damaged due to flood, fire or other disasters.

Date:

- Plans and manages projects; initiates and prepares project plans; evaluates project processes and progress.

## **JOB REQUIREMENTS**

- University degree in related field (Public Administration, Business Administration, Information Management, Library Services, Archival Studies), plus three years of related experience; or an equivalent combination of education/training.
- Demonstrated experience in providing advice to staff and clients on policy, procedures and guidelines, preferably in the areas of records/information management.
- Demonstrated leadership experience, working effectively with internal and external stakeholders to deliver client services.
- Experience with databases, spreadsheets, and reporting tools
- Demonstrated experience in compiling and analysing complex information from multiple sources to make recommendations for program strategies, policies, or procedures
- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRA) check, and/or enhanced security screening checks as required by the ministry (**Note: It is important that you read the job posting carefully to understand the specific security screening requirements pertaining to the position).**

## **KNOWLEDGE:**

- Managerial and technical knowledge of information management systems and business processes
- Knowledge of current records management technology and standards (including electronic document management systems).
- Knowledge of the *Document Disposal Act* and related policy and procedures.
- Must have knowledge of the structure and programs of the Government of British Columbia

## **SKILLS AND ABILITIES:**

- Sound judgment and critical thinking to analyze and resolve complex problems.
- Work well in a cooperative team environment.
- Must demonstrate tact, discretion, and sensitivity when dealing with clients, stakeholders, sensitive situations and confidential material.
- Must have excellent written and oral communication skills, including ability to prepare briefing documents, high level reports, and decision papers for review by others;
- Ability to develop and implement short and long term goals and objectives for a program as well as training plans, and provide effective and efficient business solutions through cooperative application of information technology products and services.
- Ability to work independently, under significant pressure and meet deadlines.
- Ability to design and maintain a variety of complex spreadsheets, databases, reports and word documents.

## **BEHAVIOURAL COMPETENCIES**

- **Analytical Thinking** is the ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues. It implies the ability to systematically organize and compare the various aspects of a problem or situation, and determine cause-and-effect relationships ("if...then...") to resolve problems in a sound, decisive manner. Checks to ensure the validity or accuracy of all information.

Date:

- **Business Acumen** is the ability to understand the business implications of decisions and the ability to strive to improve organizational performance. It requires an awareness of business issues, processes and outcomes as they impact the client's and the organization's business needs.
- **Conceptual Thinking** is the ability to identify patterns or connections between situations that are not obviously related, and to identify key or underlying issues in complex situations. It includes using creative, conceptual or inductive reasoning or thought processes that are not necessarily categorized by linear thinking.
- **Expertise** includes the motivation to expand and use technical knowledge or to distribute work-related knowledge to others.
- **Improving Operations** is the ability and motivation to apply one's knowledge and past experience for improving upon current modes of operation within the Ministry. This behaviour ranges from adapting widely used approaches to developing entirely new value-added solutions.
- **Leadership** implies a desire to lead others, including diverse teams. Leadership is generally, but not always, demonstrated from a position of formal authority. The "team" here should be understood broadly as any group with which the person interacts regularly.
- **Managing Organizational Resources** is the ability to understand and effectively manage organizational resources (e.g., people, materials, assets, budgets). This is demonstrated through measurement, planning and control of resources to maximize results. It requires an evaluation of qualitative (e.g., client satisfaction) and quantitative (e.g., service costs) needs.
- **Problem Solving/Judgement** is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions.

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Date:

**Title:** Records Officer  
**Ministry:** Citizens' Services

**Classification:** Administrative Officer 24  
**Work Unit:** Government Records Service

## JOB OVERVIEW

*The Records Officer leads a small team that both represents Government Records Service (GRS) to a sector of client ministries, agencies, boards and or Commissions (example – Resource Sector includes the ministries of Environment; Forests, Lands and Natural Resources, Agriculture, Environmental Assessment Office) and provides strategic and operational direction and support so that the ministries are able to meet their information management (IM) requirements under legislation and policy (e.g., data classification, retention, authenticity, retrieval, digitization, metadata, destruction/archiving) and corporate objectives are achieved. Records Officers take a leading role with their client ministries in bringing awareness to the changing landscape of recorded information management, including the challenges of primarily electronic information management and what solutions are appropriate to those challenges. This position is the subject matter expert for their specific sector, and bridges the worlds of information technology and program information management. With significant changes in legislation, need for stronger information management accountability. on top of the technological shifts, they must bring a strong change management component to the role. In addition, this position provides ongoing operational IM direction, advice and support to all levels of ministry and broader public sector staff.*

## ACCOUNTABILITIES

- Provides superior leadership in the development of strategic and operational information management plans
- Provides expert advice to client executive and senior management on recorded information management issues, including legislative and policy initiatives with information management and recorded information t implications
- Develops, monitors and reviews strategies, methods and standards to ensure client recorded information is managed according to legislative and policy requirements
- Promotes information content as a corporate resource, and raises awareness of best practices
- Advises executive and senior management staff on cost saving and risk mitigation strategies through new information management /records management initiatives.
- Works on the System Development Life Cycle by engaging with ministry/sector IT shops, to ensure that requirements relating to data retention and disposition/archiving are included in requirements gathering, system design and development, and to pursue opportunities to save costs and preserve important information by addressing situations where this was not done adequately in the past
- Markets GRS services to clients, to ensure clients are receiving the best methods and cost efficiencies.
- Provides expert advice, including with vital records identification and disaster recovery plans
- Fosters improved accountability through creating awareness of IM requirements and providing feedback or formal evaluation respecting how well these requirements are being met
- Leads or participates in cross-agency business process reviews (e.g., Lean) involving information management to improve efficiency and effectiveness in serving client needs
- Approves disposition (including destruction or preservation), of non-transitory client recorded information  
Evaluates processes and approves ongoing authorities, for the routine disposal by ministries of scheduled records.

- Provides input to corporate records management policy to ensure client interests are brought forward
- Advocates and problem solves on behalf of the client respecting the delivery of GRS services.
- Stays abreast of best practices in the management of digital and other recorded information (both structured and unstructured).
- Leads a team of information management specialists, including assignment/review of work, mentoring/coaching, and supervisory duties

## **JOB REQUIREMENTS**

- University degree in related field (information management, public administration, library science, archival studies, business administration), and three years of related progressive experience, or an equivalent combination of experience, education and training.
- Two years of experience managing client relationships.
- Two years of experience interpreting and administering legislation
- Experience drafting operational policy, procedures and guidelines, and providing advice on policy, procedures and guidelines to staff at all levels
- Experience in a role providing solutions to meet digital records management requirements (retention, classification, authenticity, search, digitization, and disposition).
- Experience with project management
- Experience drafting business correspondence, and providing written and oral briefings.
- Experience supervising staff
- Preferred experience using digital records management applications
- Comprehensive knowledge of the Information Management Act (IMA) and associated policies and procedures sufficient to provide advice to executive and senior management, and to resolve interpretation issues with clients and staff
- Knowledge of current records management and information management technology, standards and best practices for both structured and unstructured data.
- Knowledge of government structure, mandates and programs
- Strong ability to demonstrate tact, discretion, and sensitivity when dealing with clients, stakeholders, sensitive situations and confidential material.
- Must have excellent written and oral communication skills, including ability to prepare briefing documents, high level reports, and decision papers for review by others;
- Ability to work independently, under significant pressure and meet deadlines.
- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRA) check, and/or enhanced security screening checks as required by the ministry (**Note: It is important that you read the job posting carefully to understand the specific security screening requirements pertaining to the position).**

## **BEHAVIOURAL COMPETENCIES**

- **Results Orientation** is a concern for surpassing a standard of excellence. The standard may be one's own past performance (striving for improvement); an objective measure (achievement orientation); challenging goals that one has set; or even improving or surpassing what has already been done (continuous improvement). Thus, a unique accomplishment also indicates a Results Orientation
- **Decisive Insight** combines the ability to draw on one's own experience, knowledge and training and effectively problem-solve increasingly difficult and complex situations. It involves breaking down problems, tracing implications and recognizing patterns and connections that are not obviously

related. It translates into identifying underlying issues and making the best decisions at the most appropriate time. At higher levels, the parameters upon which to base the decision become increasingly complex and ambiguous and call upon novel ways to think through issues.

- **Leadership** implies a desire to lead others, including diverse teams. Leadership is generally, but not always, demonstrated from a position of formal authority. The "team" here should be understood broadly as any group with which the person interacts regularly.
- **Self Confidence** is a belief in one's own capability to accomplish a task and select an effective approach to a task or problem. This includes confidence in one's ability as expressed in increasingly challenging circumstances and confidence in one's decision or opinions.
- **Innovation** indicates an effort to improve performance by doing or promoting new things, such as introducing a previously unknown or untried solution or procedure to the specific area or organization.
- **Change Management** is the ability to support a change initiative that has been mandated within the organization. It involves helping the organization's members understand what the change means to them, and providing the ongoing guidance and support that will maintain enthusiasm and commitment to the change process. People with this competency willingly embrace and champion change. They take advantage of every opportunity to explain their vision of the future to others and gain their buy-in.
- **Analytical Thinking** is the ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues. It implies the ability to systematically organize and compare the various aspects of a problem or situation, and determine cause-and-effect relationships ("if...then...") to resolve problems in a sound, decisive manner. Checks to ensure the validity or accuracy of all information.
- **Business Acumen** is the ability to understand the business implications of decisions and the ability to strive to improve organizational performance. It requires an awareness of business issues, processes and outcomes as they impact the client's and the organization's business needs.
- **Managing Organizational Resources** is the ability to understand and effectively manage organizational resources (e.g., people, materials, assets, budgets). This is demonstrated through measurement, planning and control of resources to maximize results. It requires an evaluation of qualitative (e.g., client satisfaction) and quantitative (e.g., service costs) needs
- **Problem Solving/Judgement** is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions.

**TITLE: SENIOR PROJECT MANAGEMENT ANALYST****CLASSIFICATION: AO24****JOB OVERVIEW**

The Information Access Operations branch in the Logistics and Business Services division is a self-contained entity charged with improving government's performance in responding to Freedom of Information (FOI) requests, administering the Open Information program, and providing records management services for the government of British Columbia. Within IAO is the **Government Records Service**, which provides central policy and cross- government services for electronic and physical records management, including strategic analysis and needs assessment, ARCS/ORCS and other records schedule development, records management system implementation and support, off-site records storage, archival appraisal, training, and other related services, to all ministries and many broader public sector bodies.

Reporting to the Manager, Infrastructure and Strategy, the Sr. Project Management Analyst manages several projects simultaneously which are medium to large in scale, scope and complexity and typically have significant external impacts, a range of internal and external stakeholders and significant resources assigned. Projects are taken from original concept through to final completion. The role is accountable for defining and controlling all project activities to ensure delivery within scope, schedule, budget and specified quality. Specifically, this position is responsible for leading Electronic Document Records Management System (EDRMS) implementation projects for client ministries and cross-government projects for the establishment of an improved infrastructure (governance, technology and processes) for the management of electronic records as part of the Modernizing Information Management initiative. [The position works with?] various pieces of legislation and policies, including the Document Disposal Act (DDA) and the Core Policy and Procedures Manual (CPPM) Chapter 12 for the management of records within the provincial government's control and/or custody.

**ACCOUNTABILITIES**

Required:

- Acts as Project manager throughout the initiation, planning, execution, control and close-out phases of the project management life-cycle.
- Leads project planning sessions to determine project scope, define project deliverables and develop project charter to align with the direction of the business.
- Determines methods for and conducts stakeholder consultation sessions to develop business and communication plans in support of project goals and objectives for executive sponsors.
- Plans and conducts research, analysis and development of project proposals, assesses competing and/or conflicting priorities, identifies options and provides recommendations to the Project Sponsor and Project Director.

Career Group:  
Project ManagementJob Family:  
Project Management

Job Stream:

Role:  
Project ManagementRevised Date:  
April 2014

- Develops options, strategies and approaches to address issues and service/program delivery needs using techniques such as cost benefit analysis, social and economic impact analyses.
- Develops surveys, data analysis methodologies, strategies, and performance indicators for use in evaluating projects.
- Report and update steering committees (inter- ministry and cross government)
- Assesses likely impacts of alternative proposals in terms of associated risks, mitigation strategies, stakeholder response, liability and other implications, and outlines the advantages/strengths and disadvantages/weaknesses of each to support informed decision making.
- Develops terms of reference; drafts project plans to identify timelines, deliverables, methodologies and resource requirements.
- Provides work direction to a multi-disciplinary project team (minimum of five FTEs) of administrative and technical staff and contracted resources.
- Confirms the delivery of services and products by technical staff (Shared Services and contractors) for recommendation for payment by an expense authority.
- Develops and maintains effective and cooperative working relationships with internal and external stakeholders and contractors Monitors and evaluates project resources, processes and progress, identify risks and obstacles and takes or recommends action to address.
- Manages business impact of change resulting from project implementation, including leading client meetings to resolve problems related to process changes.
- Delivers projects within scope, schedule, budget and quality standards and conducts post implementation reviews and follow ups.

## JOB REQUIREMENTS

- Bachelor's Degree or Diploma plus two years working experience within project management, or 4 years' experience directly related to project management; **and** Must be qualified to complete Project Management Professional Designation within 6 months
- Preferred certification as Project Management Professional
- Must have over 2 years' experience managing projects
- Preference maybe given to those with demonstrated experiences leading IT projects
- Experience in directing the work of contracted and staff resources.
- Good problem-solving, organizational, communication and leadership skills.
- Knowledge of change management process and project management methodologies
- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRRA) check, and/or enhanced security screening checks as required by the ministry **(Note: It is important that you read the job posting carefully to understand the specific security screening requirements pertaining to the position).**

Career Group:  
Project Management

Job Family:  
Project Management

Job Stream:

Role:  
Project Management

Revised Date:  
April 2014



## BEHAVIOURAL COMPETENCIES

- **Business Acumen** is the ability to understand the business implications of decisions and the ability to strive to improve organizational performance. It requires an awareness of business issues, processes and outcomes as they impact the client's and the organization's business needs
- **Integrity** refers to actions that are consistent with what one says are important. People with integrity "walk the talk" by communicating intentions, ideas and feelings openly and directly, and welcoming openness and honesty even in difficult negotiations.
- **Planning, Organizing and Coordinating** involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans. It involves monitoring and adjusting work to accomplish goals and deliver the organization's mandate.
- **Analytical Thinking** is the ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues. It implies the ability to systematically organize and compare the various aspects of a problem or situation, and determine cause-and-effect relationships ("if...then...") to resolve problems in a sound, decisive manner. Checks to ensure the validity or accuracy of all information.
- **Results Orientation** is a concern for surpassing a standard of excellence. The standard may be one's own past performance (striving for improvement); an objective measure (achievement orientation); challenging goals that one has set; or even improving or surpassing what has already been done (continuous improvement). Thus, a unique accomplishment also indicates a Results Orientation.
- **Teamwork and Co-operation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.
- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.
- **Relationship Building** is working to build or maintain ethical relationships or networks or contacts with people who are, or may be, potentially helpful in achieving work-related goals and establishing advantages. These people may include customers, clients, counterparts, colleagues, etc.
- **Long Term Focus** combines reasoned and realistic judgement and commitment to key outcomes. It demands a blending of visionary thought and drive with pragmatism and perseverance, and has been described as "steering a steady course through uncharted or difficult waters". Individuals with this competency have the ability to maintain the commitment of others, and rely upon self-confidence and insight to meet individual, situational or organizational challenges.
- **Holding People Accountable** involves setting high standards of performance and holding team members, other government jurisdictions, outside contractors, industry agencies, etc., accountable for results and actions.
- **Expertise** includes the motivation to expand and use technical knowledge or to distribute work-related knowledge to others

## FINANCIAL RESPONSIBILITY

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Career Group:  
Project Management

Job Family:  
Project Management

Job Stream:

Role:  
Project Management

Revised Date:  
April 2014

Provides cost/benefit analysis regarding project to be implemented

Role	# of Regular FTE's	# of Auxiliary FTE's
Directly supervises staff	0	
Supervises staff through subordinate supervisors	0	

**PROJECT /TEAM LEADERSHIP OR TRAINING** (Check the appropriate boxes)

Role	# of FTE's	Role	# of FTE's
Supervises consultants <input checked="" type="checkbox"/>	varies	Provides formal training to other staff <input checked="" type="checkbox"/>	25
Leads project teams <input checked="" type="checkbox"/>	varies	Assigns, monitors and examines the work of staff <input type="checkbox"/>	

**SPECIAL REQUIREMENTS**

Must be able to deal with confidential information.

Frequent (25 to 30 times per year) travel to worksites within Victoria, and may include overnight travel, to develop and work on project plans.

**TOOLS / EQUIPMENT**

Standard office software and hardware, with additional specialized software such as the Corporate Records Management System (CRMS) and the Enterprise Document and Records Management System (EDRMS/TRIM).

**WORKING CONDITIONS**

Occasional exposure to dust, mould and other environmental hazards when handling old records.

Career Group:  
Project Management

Job Family:  
Project Management

Job Stream:

Role:  
Project Management

Revised Date:  
April 2014

**TITLE: TEAM LEAD, TRAINING AND PROJECTS**

**CLASSIFICATION: ADMINISTRATIVE OFFICER 24**

## CONTEXT

*The job profile is typically located in a program area with extensive stakeholder relations. The primary focus of the work is planning, developing, and delivering education programs for both internal and external stakeholders through a consultative process.*

## JOB OVERVIEW

*Develops, implements, and evaluates the delivery of competency based learning opportunities for workers and stakeholders within a program/sector. Responsible for the cost effective, consistent application of standards, policies, and procedures at all program/sector service delivery locations across the province.*

## ACCOUNTABILITIES

Required:

- Leads the planning of province-wide program/sector educational campaigns by researching, and developing curriculum projects and learning resources.
- Develops and implements evaluation processes to ensure training and professional development approaches are effective and achieve desired results.
- Develops and manages provincial learning funds and/or budgets.
- Procures, negotiates and manages third party contracts to support initiatives and activities undertaken to achieve education and training objectives.
- Leads and organizes curriculum and development committees, (including representatives from other ministries, agencies, jurisdictions, and stakeholder groups) to identify needs, develop material, and deliver training sessions for staff/stakeholders regarding policies, procedures and interpretations of legislation.
- Establishes priorities for curriculum and program revision and development.
- Develops and enhances publications by writing and editing materials, determining layout, style, organization and distribution methods.
- Reviews all education materials to ensure language and information is easily understood by the appropriate audience.
- Develops and distributes education materials to various stakeholder groups or associations, ensuring all necessary approvals have been granted by Executive.
- Plans and delivers formal presentations and training seminars to a variety of external stakeholders and internal personnel and ensures equitable distribution of training and information resources to same.
- Investigates new technologies associated with training and communication.

Career Group:  
Administrative Services

Job Family:  
Training

Job Stream:

Role:  
Professional

- Supervises staff including assignment of work, development and evaluation of performance plans (EPDP's) and approval of leave.

Optional:

- Facilitates the organization and implementation of province wide conferences to advance the learning and professional development of staff and/or stakeholders.

## JOB REQUIREMENTS

- Bachelor's Degree in Education, Adult Education, Communications, and/or possession of or solid progression towards specialized training in subject matter (e.g. Masters Degree in Archival Sciences), or equivalent.
- Progressively responsible experience in either government or the private sector in training and education management, including training development issues.
- Experience in planning, developing and implementing training and professional development initiatives.
- Expert knowledge of records management and/or freedom of information/protection of privacy theory and practices.
- Experience in leading and facilitating project teams and in working with multiple stakeholders to deliver a product, program, or service.
- Knowledge of the policies, regulations, and legislation governing work in the program/organization (e.g. , the *Document Disposal Act*, the *Freedom of Information and Protection of Privacy Act*, the *Statute of Limitations*, Core Policy).
- Demonstrated oral and interpersonal communications skills including presentation skills.
- Travel to conduct training, including remote areas of the province.

Career Group:

Administrative Services

Job Family:

Training

Job Stream:

Role:

Professional

**ARCHIVIST****CLASSIFICATION:** ARCHIVIST 24**GOVERNMENT RECORDS SERVICE****JOB OVERVIEW**

*The Archivist develops integrated records classification and scheduling systems for client ministries; appraises the information holdings of these ministries to determine which records will ultimately be destroyed and which will be selectively or fully retained as archives; reviews and selects specific sets of records for transfer to the government archives; and contributes to the ingest, preservation and public accessibility of information in government's digital archives.*

**ACCOUNTABILITIES**

- Determines the archival value and final disposition of government information holdings based on an analysis of the enduring evidential, historical and legal values to government and the public
- Develops Operational Records Classification Systems (ORCS) and other classification, retention and disposition schedules in compliance with legislative and client requirements
- Coordinates and documents approval of information classification and retention systems for government information under the Information Management Act
- Advises government ministries and agencies on management, classification, and disposition of government information holdings throughout the life cycle
- Provides advice to government on all matters relating to information and archival management
- Develops and implements information management policies, guidelines and standards, including policies and standards relating to the appraisal, preservation and provision of access to digital archives
- Provides cost/benefit analysis for different storage technologies and for strategies to reduce the backlog of unidentified or unprocessed records in storage

**JOB REQUIREMENTS**

- Master of Archival Studies degree or equivalent, plus minimum one year of related experience
- Experience in archival appraisal for selection
- Preference for experience developing records retention schedules
- Preference for a minimum 1 year experience managing born-digital records in a digital archives
- Knowledge of information technologies, as well as standards and trends in areas such as electronic record-keeping and digital preservation
- Knowledge of the Information Management Act, Core Policy and Procedures Manual and other related legislation and policy sufficient to determine compliance and provide advice

- Must have excellent written and oral communication skills, including ability to provide clear and concise oral and written information
- Strong ability to demonstrate tact, discretion, and sensitivity when dealing with clients, stakeholders, sensitive situations and confidential material
- Ability to work independently
- Ability to work under significant pressure and while ensuring deadlines are met
- Ability to lift boxes weighing up to 25 pounds and carry them for short distances
- Desktop self-sufficiency (standard office software, email and calendar systems)
- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRA) check, and/or enhanced security screening checks as required by the ministry (**Note: It is important that you read the job posting carefully to understand the specific security screening requirements pertaining to the position).**

## BEHAVIOURAL COMPETENCIES

- **Analytical Thinking** is the ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues. It implies the ability to systematically organize and compare the various aspects of a problem or situation, and determine cause-and-effect relationships ("if...then...") to resolve problems in a sound, decisive manner. Checks to ensure the validity or accuracy of all information.
- **Expertise** includes the motivation to expand and use technical knowledge or to distribute work-related knowledge to others.
- **Impact and Influence** is the ability to influence, persuade, or convince others to adopt a specific course of action. It involves the use of persuasive techniques, presentations or negotiation skills to achieve desired results.
- **Information Seeking** is driven by a desire to know more about things, people or issues. It implies going beyond the questions that are routine or required in the job. It may include "digging" or pressing for exact information; resolution of discrepancies by asking a series of questions; or less-focused environmental "scanning" for potential opportunities or miscellaneous information that may be of future use.
- **Results Orientation** is a concern for surpassing a standard of excellence. The standard may be one's own past performance (striving for improvement); an objective measure (achievement orientation); challenging goals that one has set; or even improving or surpassing what has already been done (continuous improvement). Thus, a unique accomplishment also indicates a Results Orientation.
- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, colleagues, partners (e.g. educational institutes, non-government organizations, etc.), co-workers, peers, branches, ministries/agencies and other government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.
- **Teamwork and Cooperation.** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals.

**TITLE:** FREEDOM OF INFORMATION SPECIALIST**CLASSIFICATION:** ADMINISTRATIVE OFFICER 24**MINISTRY:** FINANCE**CONTEXT**

The Freedom of Information and Protection of Privacy Act (FOIPPA) enables the public to request and obtain copies of records held by B.C. government ministries or the Office of the Premier, when those records are not routinely available. Within the Ministry of Finance, the Information Access Operations (IAO) branch has a lead role in ensuring the government meets its legislated responsibilities with regard to the FOIPPA. Staff at IAO carries out the day-to day work of providing timely responses to freedom of information (FOI) requests. This includes helping citizens through the request process, working with ministries to ensure consistency and compliance with FOI requirements, publishing responses to general FOI requests, and providing records management support to ministries, Crown corporations and agencies.

**JOB OVERVIEW**

*Manages a large caseload of complex and contentious FOI requests for a ministry, a pod of ministries or a caseload of ministry clients; analyzes, develops, and improves information access policies, procedures and processes.*

**ACCOUNTABILITIES**

Required:

- Provides advice and guidance to ministries regarding policy, procedures, and practices as a FOIPPA expert to improve operations and enhance service delivery
- Manages complex and contentious reviews that have unclear risks or harm factors, are high-profile, are cross ministry, involve multiple stake holders and are subject to critical scrutiny by media, organizations, or other public bodies
- Represents ministries in the appeal mediation process and negotiates with OIPC representatives to resolve outstanding reviews for complex and contentious FOI requests
- Reviews and approves requests, ensuring adherence to previous case decisions before forwarding to ministry for approval
- Leads project teams, developing proposals, business cases and cost-benefit analyses, defining and managing project deliverables, assessing progress and taking/recommending corrective action
- Leads project planning sessions with senior managers and project team members to identify project goals, scope, deliverables, communication plans and performance measures

- Reviews systemic issues or concerns resulting from the application of policy, investigates causes, identifying policies that require revision, or areas where policy is lacking, initiates reviews and proposes options and recommendations to rectify
- Implements best practices, operational program policies and procedures by anticipating and responding to new and emerging issues and proactively developing policies and procedures which address those issues
- Conducts program evaluations to ensure efficiency and consistency and provides recommendations for improvement
- Assesses likely impacts of alternative proposals in terms of associated risks, mitigation strategies, stakeholder response, liability and other implications, and outlines the advantages/strengths and disadvantages/weaknesses of each to support informed decision making
- Determines and develops training requirements with Team Lead, delivering training programs and communication materials for staff
- Assists FOI Analysts and junior FOI Analysts in the development of work plans and schedules
- Conducts reviews and makes recommendations regarding potential proactive release categories and types of information

## JOB REQUIREMENTS

- Degree in Information Management, Public Administration or other directly-related discipline and **3 years'** experience; Diploma in Information Management, Public Administration or other directly-related discipline and **4 years'** experience or; an equivalent combination of education/training and experience. Recent and related experience includes:
  - Experience interpreting and administering FOI legislation and providing advice on policy, procedures and guidelines.
  - Experience with project management.
  - Experience establishing and maintaining effective working relationships with a variety of organizations.
  - Experience in negotiation, mediation and conflict resolution.
  - Experience drafting business correspondence, and providing written and oral briefings to senior management and executive.
- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRRA) check, and/or enhanced security screening checks as required by the ministry (**Note: It is important that you read the job posting carefully to understand the specific security screening requirements pertaining to the position**).

## BEHAVIOURAL COMPETENCIES

- **Analytical Thinking** is the ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues. It implies the ability to systematically organize and compare the various aspects of a problem or situation, and determine cause-and-effect relationships ("if...then...")



to resolve problems in a sound, decisive manner. Checks to ensure the validity or accuracy of all information.

- **Decisive Insight** combines the ability to draw on one's own experience, knowledge and training and effectively problem-solve increasingly difficult and complex situations. It involves breaking down problems, tracing implications and recognizing patterns and connections that are not obviously related. It translates into identifying underlying issues and making the best decisions at the most appropriate time. At higher levels, the parameters upon which to base the decision become increasingly complex and ambiguous and call upon novel ways to think through issues.
- **Expertise** includes the motivation to expand and use technical knowledge or to distribute work-related information to others.
- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.
- **Teamwork and Co-operation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.