

## **CITY OF HAMILTON**

### **CORPORATE SERVICES DEPARTMENT**

**(CITY CLERK'S DIVISION – INFORMATION MANAGEMENT & RECORDS – LOCATION – 71 MAIN ST. W., 1<sup>ST</sup> FLOOR)**

### **CORPORATE RECORDS & INFORMATION MANAGEMENT SPECIALIST**

#### **SUMMARY OF DUTIES**

Reporting to the Manager, Corporate Records & Freedom of Information, is responsible for advancing the City's Information Management framework focusing on the organization, retention, classification and disposition of records, both physical and digital, in compliance with legal, regulatory and organizational requirements. Records & Information Management Specialist is accountable for developing and maintaining the information life cycle of the City's information assets, data and knowledge created utilized and managed and stored within all repositories of the organization.

#### **GENERAL DUTIES**

Leads the development and implementation of the City's functional classification scheme and Corporate retention to enforce the collection, storage, organization, protection and use of information, data and knowledge assets (i.e. lifecycle controls) in a manner that ensures its accessible, accurate and secure.

Implements best practices and acceptable use for managing electronic and physical information according to the organization's records and information management policies, procedures, standards and guidelines, including in the storing, sharing and disposal of information.

Responsible for administering the Electronic Document and Records Management System to ensure proper lifecycle management of records beyond their active state in SharePoint.

Support the development of a comprehensive information lifecycle management framework for M365 environment including SharePoint for active records.

Leads the development and administration of the Records & Information Management training, guidance and learning tools to all City employees.

Supports information governance by continuously evaluating business and regulatory requirements, including retention schedules and disposal practices in compliance with legislation and policy.

Researches retention and disposition actions and document decisions and actions taken to ensure that decisions are made based on established criteria and are properly recorded for audit and compliance purposes.

Analyzes client business processes to identify information management requirements and provides lifecycle management recommendations.

Works closely with all City business units across the City to integrate RIM policies and best practices into business systems, processes and workflows and ensures consistent application of information lifecycle management policies and standards.

Supports the protection of privacy by using the principles of privacy by design to minimize risk of unauthorized access to personal information and personal health information, effectively limiting the use and exposure of personally identifiable information within organizational information systems and third-party services.

Develops policies, procedures, processes, and tools to support the transformation of the Corporate Records & Information Management (RIM) Program.

Leads/participates in cross-functional teams to support information and knowledge management policies and procedures to foster informed decision making, improve efficiency and enable collaboration.

Liaises with Manager and other staff to ensure that processes align with appropriate legislation, corporate policies, Council directions, and best practices.

Participates in the planning and development of IT system solutions to support Information Management and recordkeeping requirements.

Configures and monitors EDRMS recordkeeping systems and recommends processes to enhance usability and to support operations.

Coordinates active and inactive records requirements and makes appropriate recommendations on maintenance of same.

Provides input and direction for record conversion projects, records management technology and electronic records management systems in collaboration with the Manager of Records and FOI.

Works in accordance with the provisions of applicable Health and Safety Legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned which are directly related to the major responsibilities of the job.

#### **QUALIFICATIONS**

1. University Degree in Records and Information Management, Library Science, Business Administration, Computer or Data Science, Archival Studies or related field.
2. Minimum of 5 years work experience in Records and Information Management (including data or knowledge management).
3. Experience and knowledge of Information Management practices in a municipal or public sector environment.
4. Demonstrated previous experience in administering any Electronic Document and Records Management System (EDRMS) and related Records Management administration tools. Experience in eDocs and/or Microsoft Sharepoint solutions is preferred.
5. Knowledge of technologies and platforms including Microsoft Sharepoint and Purview, and Shinydocs or similar solutions.
6. Requires analytical and evaluation skills, strategic thinking, a high level of attention to detail with excellent documentation skills, report writing ability, time management and organizational skills.
7. Knowledge of Provincial Acts & Regulations specific to the administration of Records and Information Management (i.e. Municipal Act, Municipal Freedom of Information and Protection of Privacy Act) and in general as it relates to retention of records.

**THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.**

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