

# IDENTIFICATION

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| **Department** | **Position Title** | |
| Workers’ Safety and Compensation Commission | Senior Information Management Analyst | |
| Position Number | **Community** | **Division/Region** |
| 97-9713 | Yellowknife | Performance and Corporate Services |

# PURPOSE OF THE POSITION

The Senior Information Management Analyst serves as a strategic architect, responsible for formulating and executing plans to deploy the Electronic Content Management System in alignment with broader organizational goals. This includes governance and compliance, to which the position establishes and enforces policies and procedures to ensure adherence to regulatory frameworks and industry standards.

# SCOPE

The Workers’ Safety and Compensation Commission (WSCC) is a Crown Corporation of the Governments of the Northwest Territories and Nunavut that is directed by a Governance Council through the President & CEO. WSCC operations are located in Yellowknife and Iqaluit.

The WSCC promotes safe work places through education and prevention, and cares for injured workers through a system of no-fault compensation. The system is funded through the collection of assessments from employers and is governed by the *Workers’ Compensation Acts* of the Northwest Territories and Nunavut.

The WSCC is committed to an environment free of racism and discrimination, where people feel safe when receiving services. This can be achieved by respectful engagement that acknowledges the importance of cultural differences and values Cultural Safety.

Located in Yellowknife, the Senior Information Management Analyst (Sr. IMA) reports to the Manager, Facilities and Records and holds a specialized position that includes supporting two integral members of the Information Management Team. This position plays a pivotal part in shaping, promoting, implementing, and sustaining information management practices across WSCC. This involves the formulation of procedures, standards, and guidelines. The incumbent ensures the efficient and effective management of WSCC's recorded information, aligning with relevant legislation, information systems, content management, and records management best practices. Continuous monitoring and evaluation of information management processes are conducted to sustain compliance, with the Sr. IMA promptly implementing adjustments as necessary.

Central to the Sr. IMA role is the empowerment of the workforce through training initiatives, conducting sessions to enhance staff proficiency in Electronic Content Management System (ECMS) and other information management tools, the Sr. IMA collaborates with Human Resources to implement ongoing education programs. This ensures that the organization maintains a skilled workforce equipped with evolving information management capabilities.

The Sr. IMA actively participates in project teams as a subject matter expert, providing insights and recommendations on information management aspects to integrate robust practices from project inception to execution. Staying attuned to technological advancements, the Sr. IMA proposes and implements innovative solutions to enhance the efficiency and effectiveness of information management processes. This multifaceted role contributes to the organization's information management ecosystem, combining strategic foresight, operational acumen, and a commitment to continuous improvement.

Given the dynamic and evolving nature of information management, this position addresses complex challenges arising from the proliferation of physical and electronic records, email messages, and emerging information technologies. This position requires technical expertise and knowledge to address WSCC's electronic information management needs, ensuring the overall maintenance of information strategies, standards, and systems.

This position requires the incumbent to travel to the WSCC Iqaluit office to conduct training courses.

### RESPONSIBILITIES

1. **Strategic Deployment of Information Management Systems**

* Conduct comprehensive assessments to understand the information management needs and challenges within the organization. This involves engaging with key stakeholders to identify specific requirements and objectives.
* Develop and execute strategic plans for the deployment of information systems. This includes outlining timelines, resource requirements, and key milestones to ensure a systematic and well-coordinated implementation.
* Collaborate with the Information Technology (IT) teams to seamlessly integrate information management systems, particularly Electronic Content Management Systems (ECMS), into existing infrastructure and ensure compatibility with other organizational systems and platforms.
* Align the capabilities of the various information systems with broader business objectives to ensure that the deployed systems not only meet current organizational needs but also have the flexibility to adapt to future changes and advancements.
* Implement mechanisms to monitor the performance of information systems. This involves establishing key performance indicators (KPIs) and regular assessments to evaluate the effectiveness of the deployed systems in meeting organizational goals.

1. **Governance Compliance and Oversight**

* Take the lead in formulating, updating, and refining information management policies and procedures through crafting comprehensive guidelines that address legal requirements, industry standards, and organizational needs.
* Implement robust enforcement mechanisms to ensure adherence to established information management policies. This may involve the development of monitoring tools, audits, and periodic assessments to identify and rectify any non-compliance issues.
* Stay informed about relevant laws, regulations, and industry standards pertaining to information management.
* Provide guidance to the organization on adapting to changes in the regulatory landscape and ensure proactive compliance.
* Identify and assess potential risks related to information management practices.
* Implement strategies to mitigate risks and safeguard sensitive data, ensuring that the organization remains resilient in the face of evolving cybersecurity threats.
* Regularly review and update policies based on emerging best practices and lessons learned from audits, ensuring that the organization's information management practices remain robust and up to date.

1. **User support and training**

* Oversee the Information Management Help Desk, serving as the primary point of contact for end-users encountering issues with information management systems.
* Ensure the Help Desk provides timely, efficient, and customer-focused support.
* Tailor training sessions to varying skill levels and roles within the organization, promoting a comprehensive understanding of system functionalities.
* Establish mechanisms to solicit feedback from end-users regarding information management systems.
* Use feedback to identify common issues, improve user experience, and enhance training materials based on user input.
* Create and maintain comprehensive documentation for information management systems. This includes user guides, FAQs, and troubleshooting resources to empower end-users to resolve common issues independently.
* Implement strategies for continuous improvement in user support services by analyzing Help Desk data to identify trends, recurring issues, and areas for improvement, and proactively address them to enhance overall user satisfaction.

1. **Strategic Collaboration and Performance Excellence**

* Actively contribute as a subject matter expert in cross-functional project teams by strategically integrating information management considerations into project planning, execution, and post-implementation reviews.
* Lead initiatives for the continuous improvement of information management processes and systems through regularly assessing key performance indicators, gathering end-user feedback, and driving enhancements to optimize efficiency and effectiveness.
* Stay at the forefront of emerging technologies and trends, advocating for and implementing innovative solutions to address evolving organizational needs in information management.
* Facilitate the seamless integration of information management best practices into project workflows, ensuring that project teams leverage the most effective and up-to-date strategies for maximum impact.
* Establish mechanisms for monitoring the performance of information management initiatives within projects.
* Provide regular reports on the effectiveness of implemented solutions, promoting transparency and accountability within project teams.

1. **Leadership in Electronic Content Management (ECMS) and Information Systems**

* Provide visionary leadership in the development and execution of a strategic roadmap for the effective management of the ECMS and other Information Systems.
* Align system management strategies with organizational goals to drive efficiency and innovation.
* Work with a dedicated team responsible for the day-to-day management of ECMS and Information Systems.
* Foster a culture of collaboration, innovation, and continuous improvement.
* Collaborate with cross-functional teams, including IT, project management, and other business units, to ensure seamless integration of ECMS and Information Systems with organizational processes.
* Act as a liaison between technical and non-technical stakeholders, facilitating effective communication and understanding, as required.
* Implement effective change leadership strategies when introducing new functionalities, upgrades, or changes to ECMS and Information Systems.
* Lead the organization through information system transitions, ensuring minimal disruption to operations while maximizing the benefits of system improvements.

**WORKING CONDITIONS**

### Physical Demands

No unusual demands.

**Environmental Conditions**

No unusual conditions.

### Sensory Demands

No unusual demands.

### Mental Demands

No unusual demands.

### KNOWLEDGE, SKILLS, AND ABILITIES

* Knowledge in both the theoretical foundations and practical applications of information technology relevant to information management, showcasing proficiency in handling complex technical aspects.
* Knowledge spanning information systems planning, design, development, and implementation, highlighting a comprehensive understanding of the entire information systems life cycle.
* Ability to use records management software and adept handling of document management systems, showcasing a hands-on approach to managing and optimizing technological tools integral to information management.
* Knowledge of records management theory and its practical application, and the ability to translate theoretical concepts into effective and efficient real-world solutions.
* Skilled in document management software training and records management training, remote training, live sessions, and the creation and maintenance of training documentation.
* Communication skills and a steadfast commitment to customer satisfaction.
* Knowledge of help desk practices and procedures, and the ability to act as a Subject Matter Expert on user support mechanisms and to troubleshoot technical issues promptly and effectively.
* Knowledge of project management principles, practices, and methodologies.
* Ability to lead and coordinate projects involving intricate information management systems.
* Prioritization and multitasking capabilities to manage multiple tasks concurrently.
* Ability to use plain language to communicate technical concepts to non-technical individuals.
* Analytical and problem solving skills applied to discern and address business problems with precise technical solutions.
* Oral and written communication skills, including presentation abilities, ensuring clear and concise communication of technical information to diverse audiences.
* Ability to interpret and advise on legislation and policy requirements in the context of recorded information management.
* Ability to align information management practices with legal and regulatory frameworks.
* Organizational, time management and prioritization skills with the ability to handle responsibilities with conflicting priorities and deadlines.
* Ability to provide training to a wide and diverse audience, demonstrating adaptability and versatility in addressing the various training needs of the information management team.
* Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

**Typically, the above qualifications would be attained by:**

Degree in Information Management, Information Technology or Records Management and three (3) years of directly related experience focused on systems development and implementation of electronic records management systems, document management systems and the management of recorded information.

Equivalent combinations of education and experience will be considered.

### ADDITIONAL REQUIREMENTS

**Position Security**

No criminal records check required

Position of Trust – criminal records check required

Highly sensitive position – requires verification of identity and a criminal records check

**French language** (check one if applicable)

French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B)       Intermediate (I)     Advanced (A)

READING COMPREHENSION:

Basic (B)       Intermediate (I)      Advanced (A)

WRITING SKILLS:

Basic (B)   Intermediate (I)   Advanced (A)   

French preferred

**Indigenous language:** To choose a language, click here.

Required

Preferred

**CERTIFICATION**

### Title: Senior Information Management Analyst

##### Position Number(s): 97-9713

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| \_Harmeet Jagpal\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 24 May 2024\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Senior Manager Date  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  President & CEO Date  *I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.* | |

**The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.**

Reviewed by HR: \_\_\_