



IDENTIFICATION

Department	Position Title	
Infrastructure	Manager, Corporate Electronic Information Management	
Position Number	Community	Division/Region
33-10958	Yellowknife	Corporate Information Management

PURPOSE OF THE POSITION

The Manager, Corporate Electronic Information Management (EIM) manages the Government's system development, implementation and operational support of electronic information management systems. The position is also responsible for developing and implementing the Digital Integrated Information Management System (DIIMS) sustainability model.

The position works in cooperation with clients and end-users to identify the needs of the organization; develops and implements the solutions and; manages the system that includes end user training.

SCOPE

Located in Yellowknife the Manager, Corporate EIM reports to the Director, Corporate Information Management and is responsible for the management of the Corporate EIM Team which includes 5 direct reports, and oversees contractors involved in systems work.

This position works within a Legislative and Policy framework and carries out its responsibilities in accordance with Government of Northwest Territories (GNWT) acts, regulations, and policies such as the Archives Act, the Access to Information and Protection of Privacy Act, (ATIPP) and the Recorded Information Management and Management of Electronic Information policies.

In addition to being responsible for the day-to-day overall management of the Corporate EIM team, this position is responsible for the operation, maintenance, development, identifying and implementing business process re-engineering, change management and end user training that is required to support the current and future use of EIM systems.

The incumbent is responsible to foster and manage relationships among the service providers, departments, boards and agencies, the Technology Services Center (TSC), and the Office of the CIO to ensure that services provided by the Corporate EIM team meet current and emerging GNWT requirements for information management.

The incumbent works closely with the Director, Corporate Information Management and the Manager, Corporate Records Management to plan, develop, and implement new and or enhanced government-wide information management services and tools. The position liaises extensively with Departmental IT/IS Managers, Technical Service Centre Specialists, the Office of the Chief Information Officer (OCIO) Security Manager, the GNWT ATIPP Administrator, and with program and administrative staff throughout the GNWT to ensure that the EIM program meets the business requirements of the GNWT.

This is a pivotal position in the development, promotion, implementation, and maintenance of automated EIM applications (i.e. enterprise content management, web content management, electronic records and document management systems, application integration with GNWT standard desktop tools, and integration with SharePoint sites) throughout the GNWT. The incumbent ensures that appropriate tools are in place to allow the GNWT to manage its electronic information efficiently and effectively according to relevant legislation, policies, procedures, and guidelines. The incumbent is responsible for managing the systems operations, maintenance and development, implementing, training, help desk support, change management, business analysis and project management for government-wide EIM applications.

This position is responsible for researching, evaluating, and recommending new products and applications (such as document management, and electronic records management) for inclusion in the GNWT records management program. The position must also ensure that appropriate policy is developed and implemented to support the systems in such areas as security of information, business process change, upgrades, and system wide changes.

RESPONSIBILITIES

1. The Manager, Corporate EIM is responsible for identifying and implementing electronic corporate solutions that allow for the efficient use and secure storage of government information. The incumbent makes recommendations concerning current and future needs of government and the automation of information management practices and principles.

- Working with management, end users, and other stakeholders, identifies current and future system needs, including functionality, modules, reports and options for major and minor system changes.
- Approves all standards, guidelines, directives, procedures and test plans to be used in the analysis, design, development, testing and implementation of software and modifications.
- Maintains current and up-to-date databases for all modifications completed or required including expected effort, staff assigned, priority, current status and expected completion to ensure readily available for planning and prioritization requirements.

- Develops detailed project plans, for implementation of medium to large projects including upgrades, new functionality implementations and large system changes.
- Ensures regular system audits are carried out to determine integrity of data and users and to determine the effectiveness and accuracy of the system.
- Signs off on all testing completed before movement of objects and code to the production account ensuring that all components of the system perform as designed in the functional specifications and that the system meets user expectations.
- Monitors and evaluates service performance and recommends improvements to services.
- Works with management to set priorities for system changes (major and minor), report requests and the fixing of major system problems.
- Identifies and analyzes implementation issues and new opportunities for the automation and re-engineering of information management business practices and procedures.
- Works proactively to anticipate the processing/information needs of the system users, including regular meetings with end users and other stakeholders.
- Ensures planning for software development fits into the GNWT Business Plan, the SDLC and the direction of the GNWT over the short to med-term (5-10 years in the future).
- Maintains quality control in communications related to the system and system changes to staff and a complex, varied user community.
- Oversees EIM systems Help Desk operations and ensures that support is provided to all licensed users in GNWT departments, boards and agencies.
- Assists in the preparation of any RFP documents required to retain contract services.
- Manages contracts: secures services, supervise consultants and contractors, manage deliverables, contractor schedules and processes invoices for successful end-to-end contract engagement.
- Continually assesses the organizational, political and environmental factors that could impact any GNWT EIM system

2. Manages the security, integrity and stability of DIIMS and other EIM support systems.

- Ensures proper security policy, practice and capability is in place and followed for access to the system and the extraction of data from the system. Signs off on regular security audits ensuring any problems or potential problems are dealt with immediately and appropriately.
- Ensures adequate and reliable database management support is in place and available at all times by ensuring staff are fully trained and kept advised of all impending cycles or work that may have an impact on the database.
- Negotiates and administers contracts with consulting firms to provide database management, technical and other work. This includes drafting contracts, monitoring performance of contractors and ensuring accuracy and appropriateness of invoicing.
- Ensures that the Disaster Recovery Plan (DRP) for EIM applications is regularly reviewed and updated.

- Audits and monitors the GNWTs use of EIM systems to ensure that the confidentiality and security of information is maintained;

3. Manages the development and delivery of effective user training, documentation, and support services.

- Develops and implements a training strategy aimed at a complex/widespread user community, which meets the requirements for ongoing operation of all EIM system components.
- Manages the flow of system modification and table's information to the manuals writers and trainers to ensure all information is included in documentation and training.
- Ensures appropriate and timely training is available on a regular basis to meet the operational needs of GNWT employees.
- Approves final versions of all System User and Operating Manuals to ensure consistent, accurate and high quality material is produced.
- Analyzes results of regular Client Satisfaction Surveys and plans for changes arising from those results.
- Reviews, and approves communication plans and documents to ensure effective and timely communication of systems issues and changes between staff and a complex, varied user community.

4. Responsible for researching, evaluating, and recommending new products and applications for inclusion in the GNWT information management program

- Ensures that the development and implementation of a content management system supports the document management needs of departments, boards and Agencies and allows for integration with other government applications;
- Develops long-range plans for the use and evolution of information and document management systems to continue to meet user requirements;
- Researches and develops IM solutions such as SharePoint and mobile options;
- Monitors industry trends focused on electronic records management, e-mail management and document management;
- Assesses new technologies in EIM and preparing reports for the Director, Corporate Information Management and clients;
- Manages the orderly development and successful implementation of new EIM products;

5. Plans and manages operations of corporate EIM systems (IE: DIIMS) in a manner that meets the immediate and long-term goals and priorities of the Department and the GNWT with an additional focus on developing capacity.

- Plans and manages the efficient and effective use of staff and resources to ensure achievement of Sustainment Team and Departmental goals.
- Supports staff members; engages staff in business planning processes and communicates goals, priorities, and processes to foster a broad understanding of future focus.

- Provides leadership and direction to the Corporate EIM Team and project teams to ensure the effective delivery of EIM systems operations, modules, and projects that support and meets the needs of clients and stakeholders.
- Supports staff participation in personal and professional learning, achievement of performance plans, and development of skills and knowledge to build a highly skilled, motivated, and productive team.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Proven client service orientation;
- Proven ability to communicate, both orally and in writing, with senior managers, technical staff, and other employees;
- Proven organizational and time management skills;
- extensive knowledge of theoretical and practical information technology issues as they relate to information management;
- General knowledge of information systems planning, design, development, and implementation;
- Extensive experience using electronic records management software and document management systems;
- Knowledge of records management theory and practice;
- Experience in developing and delivering training seminars;
- Good knowledge of project management principles, practices, and methodology;
- Ability to explain technical concepts to non-technical people;
- Ability to analyze business problems and develop effective technical solutions;
- Excellent oral and written communication and presentation skills;
- Experience in the development of policy and procedures;

- Knowledge of cross-government, business area and its plans, strategies, and priorities
- Experience in interpreting legislative and policy requirements as related to records management;
- Ability to support and engage staff in achieving defined objectives;
- Ability to schedule and complete combinations of tasks with conflicting priorities or deadlines;
- Knowledge of application development methodologies, practices and tools;
- Knowledge of business practices associated with its planning and management;
- Knowledge of systems development and maintenance methodologies;
- Knowledge of applicable legislation, regulations, policy and guidelines (e.g. *The Archives Act*, ATTIP and other related legislation).

Typically, the above qualifications would be attained by:

Bachelor's Degree in Information Management or other relevant subject plus 7 years relevant work experience in the development and implementation of electronic records management systems, document management systems and the management of recorded information including 3 year's managing staff and delivering a government-wide program.

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 applies)

- 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

Aboriginal language: Choose a language

- Required
- Preferred