



## **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Finance	Manager, Information Services	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>
15-10292	Yellowknife	Corporate Services/ HQ

## **PURPOSE OF THE POSITION**

This position is responsible for the managing the Information Services Unit which provides information management, retrieval, and dissemination services to the Departments of: Executive and Indigenous Affairs (EIA), Environment and Climate Change (ECC), Finance (FIN), and Industry, Tourism and Investment (ITI). The Unit also provides services to the NWT Business Development and Investment Corporation with some clients from the GNWT, other government bodies, non-governmental organizations, and the general public.

This position is essential to an effective information management program in the support of the Departments' including records management activities, access and privacy support, and reference services.

## **SCOPE**

The Manager of Information Services is located in Yellowknife and reports to the Director of Corporate Services, within the Corporate Services Division of the Department of Finance.

The incumbent is responsible for supervising their staff, developing, organizing, and maintaining the ECC library and media collections, the Departments implementation and continued use of approved records disposition schedules, processes and record management systems including DIIMS, and supporting the response to access and privacy and investigate and mitigate the occurrence of information incidents.

The position liaises with the Enterprise Information Management in the Department of Infrastructure and NWT Archives in Education, Cultural and Employment, and Departmental Senior Management teams. Responsibilities include overseeing reference, research, retrieval and Information Management training. This including from Access to Information and Protection of Privacy (ATIPP) requests and legal actions, managing the storage of retrieval of active and semi-active, and disposition of government records some of which may be sensitive



in nature, and the assisting in developing Privacy Impact assessments and Information Security Measures to investigate and mitigate Information Security Breaches. The position is responsible for facilitating the provision of reference, research, and advisory service to the staff in the Departments, other GNWT staff, the federal government, industry representatives and other users.

The Manager of Information Services manages an annual budget of \$800,000.

The Manager also supervises 7 FTE's (1 Resource Centre Coordinator, 4 Records Coordinators, 1 Information Security Access Officer, and 1 Records Officer) as well as casual and term staff.

The information Service Unit supports employees across the supported Departments and organizations, whether at Headquarters in Yellowknife or in regional Offices, Fort Smith, and Hay River, Fort Simpson, Norman Wells, and Inuvik or area offices throughout the NWT.

### **Library Services**

The Resource Centre's media and central print collection are located in Yellowknife and include a large collection of stock e-books, electronic articles, footage slides, aerial photography and tape stock housed separately from the main print collection. With a collection of over 12,000 volumes and over 100 back issue periodical subscriptions, the Resource Centre is a capital asset worth approximately 1.5 million. Services include information retrieval, research and reference and training for clients. Includes managing the contracts for the Library Management System (OPAC), E-books (Overdrive) and Digital Asset Management System (Canto).

### **Records Management**

The incumbent also ensures the efficient use, maintenance, and on-site storage of paper and electronic records. The position ensures that information is managed appropriately and all Department requests for disposition comply with the relevant GNWT and Federal acts and regulations including the Access to Information and Privacy Act and the Archives Act Records are housed throughout the regional and headquarters offices in Yellowknife, Fort Smith Fort Simpson, Norman Wells, Hay River, and Inuvik in both physical and electronic. Electronic Records Management System (DIIMS) and internal support and training are provided to all staff on use.

### **Security, Access, and Privacy**

The incumbent ensures that departments are supported in the obligations under the Access to Information and Privacy Act. This includes advising Departments on the securing sensitive information with security permissions and markings, helping Departments in the development of Privacy Impact Assessments, assisting in investigation of information incidents / security breaches, and identifying the need to audit security of certain areas.



## **RESPONSIBILITIES**

### **1. Manages the strategic and operational planning Information Services activities.**

- Establishes policies, procedures, and guidelines for information management in the supported Departments and organizations that is compliant with GNWT Records standards (ARCS, ORCS, DIIMS) and governance, as well the *Access to Information and Privacy Act the Archives Act*
- Established policies, procedures and guidelines for the Information Access, Privacy and Security programs. Including Privacy Impact Assessments, Security Markings and investigating Information Incidents / Security breaches compliant with the *Access to Information and Privacy Act*
- Develop and implement library an Information Services plans based on the needs of the Resource Centre Users
- Select collection development materials and oversee ordering and payment.
- Prepares reports and briefing materials and makes recommendations to Sr Management on the Information Management and Security Programs
- Designing coordinating and implementing in-service training to all levels of employees within headquarters and regional offices
- Researches and oversees research on new information management topics and solutions to issues including information technology solutions and informational bulletins for the department.
- Negotiates and manages contacts and agreements with contractors for the Resource Centre (Online Public Access Catalogue, Overdrive for e-books and Canto for Digital Asset Management) for relevant tools and solutions to support the program.
- Managing 800,000 annual budget for Information Services

### **2. Ensures the efficient acquisition, storage, retrieval, and disposition of information by:**

- Overseeing the preparation, classification and cataloguing of information with the records and library collections
- Monitoring requests for information to determine where more detailed efforts need to be applied.
- Training clients on how to search for and retrieve information from the library, media, and records management collections as well as online resources and applicable records and library management software.
- Preparing, selecting, and amending cataloguing and classification systems and procedures (automated and manual) to suit departments information management needs.
- Ensuring all inactive records are properly inventoried and classified and forwarded for storage or disposition according to GNWT legislation.



**3. Directs the implementation, in-house support, and continued use of the Digital Integrated Information Management System (DIIMS) within the Department by**

- Participating in the DIIMS implementation process working closely with the Department of Infrastructure Enterprise Information Management Divisions.
- Ensuring the creation of user guideline collections, the delivery of technical training sessions, and the on-going delivery of in-house coaching and advise on the effective use of DIIMS.
- Analyzing System scans to monitor the use of DIIMS by the departmental users and providing recommendations for improving or altering processes to use the system more effectively.
- Championing and enhancing the use and utility of DIIMS with the Departments to improve the efficiency and effectiveness of departmental workflows and information management practices.

**4. Oversees research and retrieval of information required for ATTIP requests or departmental GNWT Actions**

- Interpreting the scope of information requests and determining appropriate research and retrieval plans
- Understanding departmental issues and projects which may be sensitive in nature.
- Conducting analysis and identification of personal information of personal information use, collection and disclosure issues and prepare reports and presentations to senior management for the recommendations of routine disclosure and active dissemination policies and procedures to meet legislative requirements.
- Works with the Departmental Access and Privacy Coordinator and Information Security Coordinator to make sure Access requirements are being met.

**5. Ensures the implementation of Information Security Practices**

- Developing departmental policies related to the protection of privacy, security and access to personal information held by the Department and developing strategies to implement the policies.
- Oversees and develops tools to assist Departments in the completion of Privacy Impact Assessments for new programs and technology.
- Plans and oversees implementation of information security classification.
- Understanding departmental issues and projects which may be sensitive in nature.
- identifies areas sensitive in nature and which require may require Information security Audits or benefit from security markings.
- Oversees investigation and recommends way to mitigate when Information Security Incident and Breeches for physical and electronic information.
- Works with the Departmental Security Coordinator and Information Security Coordinator to make sure security requirements are being met.



**6. Ensures that departments are utilizing the most current and effective information management tools and practices by**

- Participating in or leading projects with clients and other Shared Corporate Services to information management practices
- Keep abreast of new developments in the information management profession by reviewing literature and participating in territorial, national, and international organizations.
- Monitoring the use of information services to assist in and development of library and media collections.
- Monitoring the use of information services to make decisions on the acquisitions and development of library and media collections.
- Developing and providing training and information to clients about new resources, practices, and tools available to them

**7. Managing the performance of the Information Management Section**

- Supervises and arranges training for Information Services Staff
- Informing Staff about governmental, departmental, and divisional priorities which drive the goals and objectives of the unit.
- Develops overall work plan for the section and individual work plans for each employee.
- Promotes a strong client service culture and mentors' staff in the client service best practices.
- Prepares performance evaluations and discusses them with each employee.
- Delegating tasks, providing coaching, and reviewing deliverables and results
- Writing, Reviewing, and updating the service agreement and service catalogue with the departments annually.

**WORKING CONDITIONS**

**Physical Demands**

Physical labor may include lifting boxes on a daily basis weighing as much as 35 pounds each, the duration of which varies from minutes to hours, and there is moderate intensity.

**Environmental Conditions**

Work is normally carried out in an office environment; however, there will be a need to work in areas such as basements, storage closets and other facilities. In these areas, the incumbent may be exposed to dust, dirt, and mold associated with a high volume of paper on a weekly basis, it could last several hours in duration and there is low intensity.

**Sensory Demands**

The incumbent must be able to concentrate on detailed tasks while working in an open area. The incumbent must also be able to deal with regular interruptions, to provide assistance to clients and be able to listen to, interpret and assign priorities to clients' requests for information.



The incumbent must use a computer for extended periods, daily, it lasts several hours in duration, and there is a moderate intensity.

There are frequent interruptions to provide assistance to clients, with an hourly frequency, it varies in duration from minutes to hours, and there is low intensity.

### **Mental Demands**

(Stress involved in initiating new systems and processes and “selling” the project. Staff may be resistant or reluctant to change. The incumbent may be required to make decisions regarding confidentiality and security of records on short notice. Incumbent must be able to maintain professionalism when dealing with clients under stress and be able to handle time constraints associated with multiple requests which take priority over administrative tasks.

The incumbent must work within time constraints with resistant staff daily, and the duration varies from minutes to hours, and the intensity is moderate to high.

These are requests for information retrievals that must be accurate, complete, and timely, on weekly frequency, the duration varies from minutes to hours and the intensity is moderate to high.

The incumbent must travel to regional centers annually, with duration 1 day up to 1 week, the intensity is moderate.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- 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.
- Knowledge of specialized information resources including the development and implementation of standard information classification systems.
- Knowledge on information management theory and practices
- Knowledge of information systems including integrated library systems including integrated library systems, online public access catalogues and electronic records management systems
- Knowledge of library cataloguing theories and practices including AACR2, MARC and Library and of Congress
- Knowledge of administrative procedures including budget management, business planning, and financial reporting
- Knowledge of Change Management techniques
- Knowledge of government policies, procedures and standards concerning the effective management of electronic and physical records.
- Knowledge of the Access to Information and Protection of Privacy Act and the objectives and obligations and pursuant policy instruments



- Knowledge of protection of privacy under the ATTIP Act, relating to the collection use and disclosure
- Knowledge of Privacy by Design and the importance of completing Privacy Impact Assessments
- Knowledge of Change Management issues and techniques
- Research and reference skills
- Specialized skill in the areas of Library Science
- Communication and presentation skills
- Strong interpersonal skills
- Oral and written communication skills, including the ability to understand and effectively communicate with staff at all levels.
- Planning, organizational, project and change management skills
- Analytical skills
- Ability to comprehend complex functions and activities of program areas to support the development and implementation of tailored information management processes.
- Ability to develop and build positive, effective external and internal working relationships and partnerships.
- Ability to advocate, advise, and encourage others in the use of information management processes and systems.
- Ability to exercise sound judgment.
- Ability to provide constructive feedback and guidance.
- Ability to resolve conflict and difference of opinion.
- Ability to successfully manage various projects related to information management.
- Ability to set individual goals and objectives.
- Ability to resolve conflicts.
- Ability to manage performance and engage staff at all levels.
- 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:**

A degree in Information Management / Business Administration / Public Administration, and five (5) years of relevant experience including one (1) year supervisory or leading a team.

Equivalent combinations of education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

**Position Security** (check one)

- No criminal records check required.
- Position of Trust – criminal records check required.
- Highly sensitive position – requires verification of identity and a criminal record 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:** Select language

- Required  
 Preferred