



## IDENTIFICATION

Department	Position Title	
Finance	Manager, Enterprise Content Management	
Position Number	Community	Division/Region
15-10958	Yellowknife	Enterprise Information Management

## PURPOSE OF THE POSITION

The Manager, Enterprise Content Management (ECM) manages the Government of Northwest Territories (GNWT) 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, ECM reports to the Director, Enterprise Information Management within the EIM division, which includes 7 direct reports, and oversees contractors involved in systems work.

In addition to being responsible for the day-to-day overall management of staff, 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 EIM meet current and emerging GNWT requirements for information management.



The incumbent works closely with the Director, Enterprise Information 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 recorded information efficiently and effectively. Failure to manage records efficiently may result in breaches of records confidentiality and security, information being destroyed before its legal disposition date, and information not readily available. It may also result in vital records not being identified and protected and semi-active records stored in high-cost office space rather than in a records center.

The incumbent is responsible for managing the systems operations, maintenance, and development, implementing, training, service 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 information 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.

This position works within a Legislative and Policy framework and carries out its responsibilities in accordance with GNWT acts, regulations, policies, and procedures that include such things as the *Access to Information and Protection of Privacy Act*, *Financial Administration Act*, *Archives Act*, and various government policies.

## **RESPONSIBILITIES**

- 1. Responsible for identifying and implementing electronic corporate solutions that allow for the efficient use and secure storage of government information.**



- 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.
- Assumes a lead role in the development of government wide information management policies, procedures, standards, and guidelines.
- Maintains current and up-to-date databases for all modifications completed or required including expected effort, staff assigned, priority, 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 medium-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 Service 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, supervises consultants and contractors, manages 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 supported 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 always in place and available by ensuring staff are fully trained and kept advised of all impending cycles or work that may have an impact on the databases.
- 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 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 implementing 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 and implements IM solutions.
- Manages the orderly development and successful implementation of new EIM products.



**5. Plans and manages operations 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 staff 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.
- Allocates responsibilities and/or packages of work.
- Delegates responsibilities as appropriate. Sets performance targets, and monitors progress against agreed quality and performance criteria.
- Provides effective feedback, throughout the performance management cycle, to ensure optimum performance.
- Proactively works to ensure effective working relationships within the team and with those whom the team interacts with.
- Provides support and guidance as required, in line with individuals' abilities.
- Encourages proactive development of skills and capabilities and provides mentoring to support professional development.
- Provides input into formal processes such as job description development and disciplinary procedures.

**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**

- Knowledge of theoretical and practical information technology issues as they relate to information management.
- Knowledge of information systems planning, design, development, and implementation.
- Knowledge of records management theory and practice.
- Knowledge of cross-government, business area and its plans, strategies, and priorities.
- Knowledge of project management principles, practices, and methodology.
- Knowledge of application development methodologies practices and tools.
- Knowledge of business practices associated with it 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).
- Supervisory/management skills.
- Client service orientation.
- Organizational and time management skills.
- Experience using electronic records management software and document management systems.
- Experience in developing and delivering training seminars.
- Experience in the development of policy and procedures.
- Experience in interpreting legislative and policy requirements related to records management.
- Ability to communicate, both orally and in writing, with senior managers, technical staff, and other employees.
- Ability to explain technical concepts to non-technical people.
- Ability to analyze business problems and develop effective technical solutions.
- Oral and written communication and presentation skills.
- Ability to support and engage staff in achieving defined objectives.
- Ability to schedule and complete combinations of tasks with conflicting priorities or deadlines.
- 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 relevant undergraduate degree with 5 years of experience including 1 year in a supervisory role.



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 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:** Select language

- Required
- Preferred