## IDENTIFICATION

| Department | Position Title | |
|---|---|---|
| Finance | Content Suite Administrator | |

| Position Number | Community | Division/Region |
|---|---|---|
| 15-13847 | Yellowknife | Enterprise Information Management |

## PURPOSE OF THE POSITION

The Content Suite Administrator is responsible for providing specialized technical support, requirement definitions and implementation services and advice to maintain the effective, uninterrupted operation of the Government of the Northwest Territories, Content Suite Platform. The Administrator supports government bodies by engaging and understanding their business needs and targeting system enhancements, business process changes and analysis that provide the best possible information for tracking, reporting, and planning their activities. Responsibilities are carried out in accordance with industry standards, policies, and procedures to ensure effective and efficient system performance and monitoring.

## SCOPE

The Content Suite Administrator position operates in Yellowknife and reports to the Manager, Enterprise Content Management.

The Content Suite Administrator provides application development, technology solutions, and support services for the Content Suite Platform. This position supports the program and service delivery of the Government of the Northwest Territories (GNWT) within the information, communication, and technology (IMT) policy framework.

Content Suite is a comprehensive GNWT wide platform designed to manage the flow of physical and electronic information from capture through archiving and disposition. Content Suite Platform ensures agile information governance to address an increasingly complex and dynamic regulatory landscape and the rapid growth of GNWT information. The Content Suite Platform reduces risk while allowing the GNWT to focus on using information to drive strategic growth and innovation.

Administrating a GNWT wide platform creates unique challenges for the incumbent in that the services offered are available for all GNWT agencies rather than just one program department. Challenges include system configuration and design needs to conform to differing departmental business and functional requirements, organizational design, security requirements and managing large volumes of business-critical information. Client departments will depend on the availability of the Content Suite Platform and the business functionality provided by the application.

This position provides advanced technical expertise and knowledge that bridges the information technology, information systems, and information management disciplines. Working with information, hardware, software, databases, and networks the Content Suite Administrator must understand the relationships between each discipline and how to bridge the business and technology gap. This position is considered the resident expert regarding the various Content Suite applications (including but not limited to Content Server, Appworks, Email Management, and Content Intelligence) and is critical to the implementation and on-going maintenance of the Content Suite Platform across the GNWT. Once implemented, the Content Suite Platform will be the primary repository for all electronic and physical records created and managed by the GNWT.

Client departments will depend on the availability of the Content Suite Platform and the business functionality provided by the various modules within the platform. The Content Suite Administrator will assist clients in the early stages of project planning and implementation and will also work independently providing advanced application and database support to ensure Content Suite is available for all client departments.

The Content Suite Administrator will assume a lead role in the various phases of the system development life cycle - including analysis, design, construction, testing, implementation, and maintenance phases, and will be tasked with a large range of responsibilities, including making independent design decisions, working directly with program areas to establish applications, workflows and reports, and leading the selection and implementation of new modules and processes for the system. The incumbent performs systems analysis, design, development, maintenance, administration, integration, and implementation tasks for the Government of the Northwest Territories Content Suite Platform. This position is also responsible for the overall testing, implementation, maintenance, support, and use of current and future information management systems used throughout the GNWT.

The incumbent is expected to work closely with the EIM Division, IMT Project Teams and client based working groups, and will liaise with other informatics professionals across the GNWT (e.g. the Technology Service Centre (TSC), the Office of the Chief Information Officer (OCIO), Information Systems Shared Services (ISSS)), and externally with contractors and vendors.

Occasional travel to remote sites and work outside the office may be required. Often the incumbent may be required to work longer than usual or schedule time outside of normal working hours to minimize disruption when implementing new solutions and system patches.

The critical and sensitive nature of the services for which the incumbent is wholly or partially responsible has an indirect impact on the residents of the Northwest Territories (NWT) as the information systems are used to support the delivery of programs and services to the public. The systems supported by this position's section affect other departments, agencies, the public, and outside agencies.

Decisions made by senior management are based on data gathered and maintained using the Content Suite Platform and the other application systems provided. The availability, accuracy of functionality and business rules, and credibility are related to effective maintenance and support by the incumbent.

## RESPONSIBILITIES

1. **Content Suite Application Maintenance.**
   - Provide application support and development for GNWT owned modules within the Content Suite Platform (i.e.: Content Server, Appworks, Email Management, Content Intelligence).
   - Oversee and lead systems maintenance and upgrades to ensure effectiveness of the system and integrity of the data.
   - Provide technical expertise in application maintenance and support.
   - Maintain existing inventory of current modules/versions/patches.
   - Keep up to date on all version releases (read release notes, changes, etc.).
   - Test new version releases for Content Suite and all licensed modules.
   - Test and apply all patches and hotfixes.
   - Notify clients of scheduled downtimes to update modules.
   - Ensure all Content Suite application servers are healthy with proper services running.
   - Periodically validate search index to ensure accuracy.
   - Troubleshoot technical issues and identify modifications needed in application to meet changing user requirements.
   - Perform database application development.

2. **Database Maintenance.**
   - Provide SQL Server and PostgreSQL database support.
   - Perform database monitoring and performance tuning.
   - Ensure all database jobs are executing properly.
   - Routinely do database maintenance.
   - Ensure the backup and recovery activities are being done successfully.

- Investigate issues with stored procedures, jobs, etc.
- Develop and maintain stored procedures, functions, etc.

3. **Provide Second Tier Support to the EIM Service Desk.**
   - Create and manage support tickets with the product vendor Open Text.
   - Provide application/server/database logs.
   - Identify and recommend changes to tools/processes/documentation.
   - Share learned knowledge with team members.
   - Work with the TSC to resolve Content Suite (server/workstation/network) related issues.

4. **Reporting.**
   - Maintain existing reporting inventory.
   - Workflows (statistics, audits, throughput, etc.)
   - Physical Objects (IE: boxes, volumes, facilities, etc.)
   - Electronic Information (disposition, permissions, audit, etc.)
   - Create new reports based on client requirements.
   - Content Intelligence (WebReports)
   - SQL Server Reporting
   - PowerBI Reporting
   - Create management reports to identify usage trends, etc.

5. **Lead the implementation, use and maintenance of Content Suite throughout the GNWT.**
   - Create and maintain user accounts and departmental access control lists.
   - Liaise with program departments that are using Content Suite to ensure that the product is meeting their needs.
   - Lead role in the implementation, maintenance, and technical support.
   - Provide advice and assistance on implementation strategies, system usage, and takes a lead role in developing system requirements, defining security standards to meet GNWT needs and requirements.
   - Develop policies, procedures, business rules and best practices.
   - Assist in the development of training materials.
   - Audit and monitor system to ensure that the confidentiality and security of information is maintained.
   - Assess new technologies in recorded information management and advise senior management.
   - Collaborate on cross-team and cross-product technical issues by working with resources from other groups as needed to resolve client issues.
   - Facilitate the acceptance testing and change management of new business processes.

6. **Conduct advanced business and systems analysis to determine if and how informatics could be used to provide solutions to advanced business requirements.**
   - In the design phase the incumbent prepares and ensures the specifications for all information system components are valid and meet a defined set of requirements, including quality assurance and application integrity, as set out in the client request, and supplemented by policies, procedures, standards, theories, and practical application.
   - Plan and lead multiple projects.
   - Lead systems implementation throughout the system development life cycle.
   - Lead and maintain operations of mission critical systems.
   - Identify business improvements and information systems solutions.
   - Review impact of information systems change on business.
   - Review contractor/vendor deliverables.
   - Guide management toward change and balanced system solutions.
   - Define and implement incorporated data standards.
   - Direct the assessment and evaluation of specialized administration tools, etc.
   - Determine interrelationships between solutions and requirements.
   - Formulate and recommend to management new and/or modified data policies, procedures, and guidelines.
   - Participate in the selection of contractors.
   - Maintain client contact and work with client staff.
   - Plan and conduct in-depth research and evaluation and make recommendations concerning current and future systems developments.
   - Provide advice on the collection, availability, security and suitability of database and information management systems.
   - Assist in determining short, medium, and long-term informatics needs for the GNWT.

7. **Provide Business Analysis Support for Content Suite implementation.**
   - Key member of the Content Suite implementation project team.
   - Liaise with business units to analyze and meet their business process and information needs.
   - Maximize client involvement in the implementation of Content Suite.
   - Participate in consultation sessions with clients and stakeholders to encourage sharing of information.
   - Review impact of information systems change on business.
   - Determine interrelationships between solutions and requirements.
   - Translate business requirements into detailed design specifications for informatics systems development ensuring program objectives, business rules, policies, and user needs are addressed.
   - Advise and recommend options and approaches, identifying risks, benefits, and costs of alternatives.

- Develop frameworks to organize and present systems, information, and processes.
- Work with clients to streamline business processes using Content Suite.

8. **Construct properly engineered databases, application system software, and reports for projects requiring an in-house solution.**
   - Verify that the resulting components or systems are correctly tested to meet identified specifications; maintain the integrity of functionality and data by documenting the system, determining viability, and repairing deficiencies reported by the clients.
   - Supervise or write program enhancements.
   - Coordinate and/or tune and reprogram portions of applications.
   - Oversee production of satisfactory specifications.
   - Select and apply standards, methods, and program developments.
   - Coordinate and participate in integration testing.
   - Research and evaluate new/upgrade software products.
   - Consolidate workplan reporting to project management.
   - Present technical problems, processes, and solutions.
   - Plan and schedule work within set targets and plan projects.
   - Use and construct independent software libraries.

9. **Research, define and implement new technology.**
   - Identify and research new and emerging technologies that may enhance operations.
   - Implement new technology as required.
   - Identify business improvements and information systems solutions.
   - Monitor industry trends focused on electronic records management, e-mail management, document management and cloud-based solutions.
   - Investigate possible integrations with other GNWT corporate applications (i.e.: System for Accountability and Management (SAM), HRIS, Microsoft 365).
   - Employ expert data, process, use-case modeling and prototyping techniques and diagrams to ensure proposed solutions will meet desired outcomes.

## 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 systems analysis and design, including broad knowledge of all phases of the project methodologies, theories and practical applications.
- Knowledge of system development tools and case tools.
- Understanding of access and security management.
- Knowledge of Web Development languages such as: C#, VB, JavaScript, AJAX, HTML, XML, CSS, and understanding of design standards and methods.
- Knowledge of testing procedures associated with information systems.
- Knowledge of software packages, database systems, software development tools, prototyping and modeling tools, multi-tier computing environments, hardware environments, operating systems, and communication environments.
- Knowledge of productivity tools and procedures (Microsoft Word, Outlook, Excel).
- SQL and PostgreSQL database and technology skills.
- Skilled in the use and configuration of Web HTTP servers as an asset (IIS & Tomcat).
- Ability to alter normal procedures or ways of working to fit a specific situation to get the job done and/or meet government goals, including assisting co-workers' with their tasks.
- Ability to create opportunities or minimize potential problems by a unique extra effort (looking ahead 1 - 2 months or more).
- Ability to ask a series of probing questions to get at the root of a situation or problem.
- Ability to analyze multiple causal links, several potential causes of events, several consequences of actions, or multiple-part chains of events.
- Ability to use knowledge of theory or of different past trends or situations to look at current situations.
- Ability to be an active listener and to respond effectively to individual and group communications and concerns.
- Ability for accurate insight into other people/group's behavior and motivation and an ability to respond appropriately.
- Ability to follow through on client inquiries and requests. This includes keeping the client up to date about the progress of the service being provided and monitoring the client's satisfaction.
- Ability to produce written documents which are clear, concise, and easy to understand by a diverse audience.

- Ability to values others' input and expertise. Invites team members to contribute ideas and opinions to help form specific decisions or plans. Is willing to learn from others.
- Ability to manage change and provide "end-user" guidance as required.
- Ability to estimate, plan and report project timelines, milestones and progress and guide multiple tasks, schedules, and projects in a coordinated manner.
- Ability to think analytically and relationally while solving complex problems.
- Ability to support clients in the daily use of Content Suite, troubleshooting/resolving problems.
- Ability to guide the repair of application software or the upgrade of application software.
- Ability to write systems documentation and to guide the development of or write user documentation.
- Ability to assist in the development of large-scale policies, best practices, and business rules.
- Ability to evaluate proposals and assist in the selection of contractors.
- Ability to take on a "knowledge leader" role within the EIM Division.
- Ability to know one's limitations and escalate issues that are beyond this position's scope.
- Ability to oversee, evaluate, and assist contractors and vendors to ensure both timelines and scope are being met.
- Ability to define, enforce, and maintain all system development disaster recovery practices.
- 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 diploma with 3 years of experience.

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