



## IDENTIFICATION

Department	Position Title	
Education, Culture and Employment	Manager, Information Services	
Position Number	Community	Division/Region
71-8160	Yellowknife	Planning, Research and Evaluation / HQ

## PURPOSE OF THE POSITION

The Manager, Information Services is responsible for managing the Information Services Unit of the Planning, Research and Information Management Division. This is accomplished through the development and maintenance of a comprehensive information management program. This entails designing and maintaining records management and protection of privacy frameworks, policies, procedures and guidelines consistent with legislation that applies to the Department of Education, Culture and Employment regional and headquarters offices as well as providing record management guidance and advice to the Northwest Territories Education Bodies.

## SCOPE

Located in Yellowknife, the Manager, Information Services (Manager) reports to the Director, Planning, Research and Information Management (PRIM).

The Manager is responsible for the development and maintenance of a comprehensive information management program that is compliant with the Government of the Northwest Territories (GNWT) Administrative Records Classification System (ARCS), Operational Records Classification System (ORCS), and Digital Integrated Information Management System (DIIMS), as well as a departmental privacy program that is compliant with *Access to Information and Protection of Privacy (ATIPP) Act* legislation, policies, and procedures.

The Manager ensures that departmental employees are applying consistent records management practices that enable a smooth transition to, and operation of, the DIIMS environment, and ensures efficient use of paper and electronic records which are stored throughout headquarters and regional offices as well as GNWT Records Centres, in both physical and electronic formats. Through this work, the incumbent ensures that employees can readily access the appropriate information they require and have the information they need to protect access to information and privacy concerns; ultimately improving program and service delivery to the public the department serves, as well as the GNWT.



Requests or queries related to information management are unpredictable and can involve sensitive, confidential or controversial information, the release of which could have a significant impact on the Department's image and credibility, and create public perceptions of the Department's policies. Attention to detail and documentation is critical, and discussions and final decisions are often made in briefing the Deputy Minister and discussing an appropriate response with the Department of Justice's Access and Privacy Office. Processing access to information requests, specifically, must be completed within legislated time frames and the incumbent is accountable for ensuring timely and politically sensitive responses are produced, as directed by the Director of PRIM as well as the Department of Justice's Access and Privacy Office, where applicable.

Administration and implementation of a Departmental information management program requires the incumbent to work with many individuals at different levels within and outside of the Department who may have conflicting priorities and limited understanding of their legislative responsibilities or information management practices. The Manager will be required to develop and provide frameworks, policies, procedures, guidelines, and training to all employees related to the application and implementation of the records and privacy programs. Travel to communities within the NWT may be required.

The position represents the department on the Records Information Management Committee as well as the Access and Privacy Administration Committee, and continually liaises with the GNWT Access and Privacy Office with the Department of Justice, and the Enterprise Information Management (EIM) Division within the Department of Finance for advice and support.

The Manager is responsible for supervising the Access to Information and Privacy Specialist, as well as supervising term and casual employees as required. The Manager also supports employees across the Department's Headquarters and Regional Offices on a regular basis, and Education Bodies, as required.

The Manager may be required to lift and move records boxes weighing up to 16 kilograms, and there may be exposure to dust, dirt and a high volume of paper.

The incumbent will be involved in initiating new systems and may be required to make decisions regarding confidentiality and security of records on short notice. These are requests for information retrievals that must be accurate, complete, and timely, and the incumbent will experience time constraints associated with multiple requests which take priority over administrative tasks.

## **RESPONSIBILITIES**

- 1. Manage the information management activities led by the Department and represent the Department's interests with all information management approaches involving or impacting the Department.**



- Develop and implement framework, policies, procedures, and guidelines for an information management program that is compliant with the GNWT Records Classification Systems (ARCS, ORCS and DIIMS), as well as a Departmental privacy program that is compliant with ATIPP legislation, policies, and procedures.
- Determine the need for the depth and scope of information management activities necessary to provide timely access to information and protect the Department's image and credibility.
- Design, execute and oversees research related to information management topics and complete a quarterly newsletter/report for distribution so that the information can be applied across the Department.
- Manage and apply a project governance framework approach for all project-related work, including the creation of steering committees and advisory committees, work plans, Terms of References, meeting agendas, and status reports.
- Prepare briefings and other material for senior management and expect to be called upon to speak to these materials.
- Make evidence-based recommendations to senior management for improvement and prioritization of information management practices.
- Develop and implement goals, objectives, and annual work plans for the continued development and provision of the Departmental information management program.
- Design, coordinate and implement in-service training to all levels of employees within headquarters, as well as the relevant employees in the regional offices; advise Education Authorities on information management.

**2. Ensure the efficient acquisition, storage, retrieval and disposition of information.**

- Oversee the accurate preparation and classification of paper and electronic records.
- Monitor requests for information to determine where more detailed efforts need to be applied and maintain and amend any policies or procedures to suit the Department's information needs, as required.
- Ensure that systems are in place to identify and manage the long-term preservation and retrieval of vital records.
- Train ECE employees on how to search for and retrieve information from applicable records management software.
- Provide advice to employees related to filing paper and electronic records within ARCS and ORCS, including any known backlogs of records.
- Ensure that all inactive records are properly inventoried, classified, and forwarded for storage or disposition according to GNWT legislation.

**3. Direct the implementation, in-house support, and use of DIIMS within ECE.**

- Participate in the DIIMS implementation process working closely with the EIM Division of the Department of Finance.
- Ensure the creation of user guidelines, templates and collections, the delivery of technical training sessions, and the ongoing delivery of in-house coaching, and provide advice on the effective use of DIIMS.



- Analyze systems scans to monitor the use of DIIMS by departmental users and provide recommendations for improving or altering processes.
- Champion and enhance the use and utility of DIIMs within the Department to improve the efficiency and effectiveness of workflows and information management practices.

**4. Oversee research and retrieval information required for ATIPP request responses or departmental or GNWT legal actions.**

- Oversee and interpret the scope of information requests and determine appropriate research and retrieval plans.
- Understand Departmental issues and projects which may be sensitive in nature.
- Conduct the analysis and identification of personal information use, collection and disclosure issues, and prepare reports and presentations to senior management with recommendations for the implementation of routine disclosure and active dissemination policies and procedures to meet legislative requirements.
- Develop departmental policies related to the protection of privacy, security and access to personal information held by the Department and develop implementation strategies.

**5. Ensure the Department is utilizing the most current and effective information management tools and practices.**

- Participate in or lead projects within the Department to improve information management practices.
- Keep abreast of new developments in the information management profession by reviewing literature and participating in territorial, national and international organizations, as required.
- Monitor the use of information services to assist in the acquisitions and development of library and media collections.
- Provide training and information to ECE staff about new resources, practices and tools available to them.

**6. Manage, guide and develop assigned employees of the Information Services unit.**

- Supervise and train assigned employees to implement the activities of the unit.
- Inform staff about governmental, departmental and divisional priorities which drive the goals and objectives of the division and the Unit.
- Develop the skills, knowledge and abilities of employees by providing learning opportunities, providing feedback and managing performance.
- Develop short and long-term goals and objectives for the Information Services Unit in line with the governmental, departmental and divisional priorities, in consultation with the Director of Planning, Research and Evaluation.
- Establish annual work plans for employees in the Unit that are in alignment with the Unit's goals and objectives for the continued development and provision of the Departmental information management program.
- Delegate tasks, provide coaching and review deliverables and results.
- Manage the Unit's budget and expenditures.



## **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 of information management theories, practices, and resources.
- Knowledge of electronic records management including the development and implementation of standard information classification systems.
- Knowledge of and/or the ability to acquire and apply knowledge of the legislative framework/policies for access to information and protection of privacy issues.
- Knowledge of administrative procedures including budget management, business planning, and financial reporting.
- Knowledge of and/or the ability to acquire and apply knowledge of employee performance management including the provision of constructive feedback, guidance, and the ability to resolve conflict and differences of opinion.
- Knowledge of computerized and physical filing systems.
- Analytical, research and interpretation skills.
- Ability to manage information and apply it within the unique socio-political environment of the NWT and in accordance with established protection of privacy policies.
- Writing skills for a variety of products including correspondence, briefing material, strategic planning, business planning and evaluation products (technical and summary).
- Ability to communicate findings effectively in ways that are meaningful to a variety of audiences with varying levels of background, knowledge and education.
- Ability to provide training, mentoring, and support to others in the Department to build professional capacity in the areas of records management and protection of privacy.
- Ability to balance priorities and implement strong planning, organizational, project and change management skills through the use of sound judgment.



- Ability to manage multiple projects.
- Ability to deal tactfully with all types of people in occasionally stressful situations with a focus on consensus building.
- Ability to effectively use software or business systems related to records management and word processing.
- Ability to consider diverse literacy levels across the general population when developing documents and resources.
- 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 or Information Sciences, and five (5) years of relevant experience including one (1) year providing direct supervision or leading a team.

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: Select language**

Required  
 Preferred