

POSITION DESCRIPTION

Position Title:	Information Management Specialist	Directorate:	Corporate Services
Position Number:	100096	Department:	ICT
Employment Status:	Full-Time	Section:	ICT
Employment Type:	Permanent	Location:	Chambers
Classification:	Sch A, Salary Point 11 (+2)		
Reports to:	Manager ICT		

PRIMARY PURPOSE:

The primary purpose of the role is to develop, implement and support Council's information management architecture and strategy. This role will also play a leading role in strategic projects relating to information and records management.

ORGANISATIONAL REPORTING RELATIONSHIPS:

1. Internal:

- The **Information Management Specialist** reports to the **Manager ICT** for all operational and management matters.
- The role is a key contributor to the ICT Team and will liaise with employees of Council.

2. External:

- The role will liaise with external stakeholders such as members of the general public, ratepayers, residents, visitors and contractors to the City of Glenorchy.

KEY RESPONSIBILITIES:

RESPONSIBILITIES/TASKS	DUTIES
Information Management	<ul style="list-style-type: none"> • Develop, implement and support Council's information management architecture and strategy that align with the ICT strategic direction for corporate knowledge and records management • Develop and maintain effective records management policies, procedures and guidelines in accordance with Council requirements • Providing high level advice to staff on the management and workflows of corporate information and records in a dynamic technical environment • Develop, implement and maintain the Council's information management applications, including TechnologyOne ECM, SharePoint and other Microsoft technologies as well as Council's external website and intranet • Ensure that information is appropriately managed, secure and accessible in order to meet business needs • Perform architectural reviews of solution specifications for ICT related projects and system enhancements, to ensure that the solutions designed are consistent with the ICT Strategy • Liaise with stakeholders and undertake business analysis in order to understand and document business processes and needs to help

	<p>ensure that appropriate applications and technology are established that meet business needs</p> <ul style="list-style-type: none"> Identify quality improvement opportunities in relation to the management, storage, accessibility and security of Council information
Customer Service	<ul style="list-style-type: none"> Promote the positive image of Council as a whole Ensure that a high standard of customer service is maintained to both internal and external customers Engage, listen to and act where appropriate on feedback from our customers Implement, evaluate and continuously improve quality systems and processes for the section
General	<ul style="list-style-type: none"> Assist in the achievement of agreed outcomes consistent with department business plans and budgets Perform any other duties as directed
Organisational Responsibilities	<ul style="list-style-type: none"> Support and adhere to Council's policies and procedures, code of conduct and relevant acts The incumbent is required to commit to use Council's electronic content management (ECM) system to retain records and documents relating to Council business as part of their employment

This role may require reasonable after-hours activities and overtime when required by business needs.

Employees may be required to undertake additional duties within the limits of their skill, competence and training, consistent with their classification level, in any area of Council, as directed.

SPECIALIST DELEGATIONS:



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KEY SELECTION CRITERIA:

1. Completion of a degree/diploma in a computer related discipline with a minimum 5 years' experience or equivalent industry experience.
2. Experience in the development and implementation of an information architecture and strategy in a complex environment.
3. Experience in the configuration and support of information management applications, including TechnologyOne ECM, SharePoint and other Microsoft technologies, as well as managing and maintaining corporate intranet and Internet sites.
4. Highly developed conceptual and analytical skills, including the ability to identify problems and opportunities and develop strategies or recommend technical solutions to effectively address them.
5. Highly developed oral and written communication skills with the ability to negotiate and influence at all levels.
6. Ensure that information is appropriately managed, secure and accessible in order to meet business needs.

AUTHORISATION:

I hereby agree that this position description accurately reflects the work requirements.

Manager Name:	Emma Holman		
Manager Signature:		Date:	11/02/21
Director Name:	Jenny Richardson		
Director Signature:		Date:	11/2/2021

I have read and agree to abide by the requirements of this position description.

Employee Name:			
Employee Signature:		Date:	