

## **RECORDS & INFORMATION MANAGEMENT ANALYST**

### **SUMMARY**

The Records & Information Management Analyst is responsible for working to examine, maintain, automate, and improve records management processes while ensuring the organization's electronic document and records management programs are compliant under the information management program. This position reports to the Manager, Business Systems.

### **KEY ACCOUNTABILITIES**

#### **1. Provides records management program support.**

- Coordinates offsite storage and retrieval for compliance with retention periods, agreement conditions and budgets.
- Purges, processes, and transfers records in all media for semi-active and inactive storage or destruction, according to approved records retention schedule.
- Supports and delivers internal Records Management Program compliance audits.
- Conducts analysis, maintains and updates the current functional classification structure, retention schedule and records disposition schedule and manages changes.
- Liaises with internal and external records and information management subject matter experts in determining departmental records projects.
- Delivers yearly compliance training on records and information management topics.
- Acts as the designated Records Officer contact when liaising with the BC Government.
- Creates reference guides, procedures and learning materials, as needed.

#### **2. Provides electronic document and records management system support.**

- Supports and maintains SharePoint sites containing corporate records.
- Assists with systems configuration design, development and customization of sites, libraries, lists, views, and workflows using SharePoint Online and Microsoft 365 Power Platform.
- Ensures compliance within the information management framework, including privacy, security, risk and records under the legislative areas of the Freedom of Information (FOI) and Personal Protection, Information Management programs.
- Analyzes processes to identify potential areas to improve automation of records management and policy administration using SharePoint and Microsoft's records management functions.
- Examines records management processes and identifies potential areas where existing business processes require change, or where new ones need to be developed.
- Analyzes existing information workflows, data storage and control procedures to identify opportunities for increased efficiencies and improvements in the sharing of information.
- Supports automated solutions with business intelligence based on best practices for SharePoint integration with other Microsoft products.
- Acts as a subject matter expert on the organization's information processes including storage, archival, retrieval and sharing of information.
- Supports and assists in analysis of eDiscovery processes for FOI requests or other related business analytic needs.
- Monitors and analyzes system performance and effectiveness and provides reports.
- Maintains systems administration documentation for use, as needed.
- Liaises with the Systems Analyst role to provide business analysis and backup support as necessary.

**3. Performs other related duties as required.**

**QUALIFICATIONS**

**Training and Experience**

- A minimum of a diploma in Business Administration, Library Sciences, OR an equivalent combination of education, training and experience.
- A minimum of two (2) years of experience working at an intermediate level of information management.
- Training or experience working with ARCS/ORCS or other classification systems and the development of policies, procedures and standards.
- Experience with SharePoint online and/or as a Microsoft Teams super user is an asset.
- Having accreditation as a Certified Records Manager (CRM), Information Governance Professional (IGP), Certified Information Professional (CIP), or other Rim certification is an asset.
- A high level of understanding of modern document management systems would be considered an asset.

**Knowledge, Skills, and Abilities**

- Strong knowledge of records management best practices and industry standards.
- Working knowledge of SharePoint online administration and management.
- Up to date knowledge of current records and information management practices.
- Working knowledge of privacy and information management legislations and guidelines.
- High level of proficiency with Microsoft Office software (particularly Teams, Excel, Outlook, Word, Planner, To Do and PowerPoint).
- Basic knowledge of the Microsoft Power Platform (Power Apps, Power Automate, Power BI).
- Strong written and verbal communications skills.
- Ability to provide oversight and guidance to other staff.
- Ability to lift boxes up to 20lbs.
- Ability to logically analyze, categorize and systemize complex information.