



THE CORPORATION OF THE TOWN OF OAKVILLE

JOB POSTING

Job Details:

Permanent Full-Time (CUPE 1329)

Posting Status:

Open to all current Town of Oakville employees and external applicants

Closing Date:

Applications for this position must be received at oakville.ca by no later than 11:59 pm on **September 7, 2022**.

Reporting directly to the Manager, Records and Information Services, this position is responsible for the development and implementation of an electronic document management solution for the Corporation and will proactively work with various departments to understand their current and future needs. The position is also accountable for administering and/or supporting Oakville's Electronic Records and Information Management and supporting a culture of managing documents as data to be shared within the town.

Job Responsibilities:

- Configure Enterprise Content Management within the Microsoft Productivity Suite, create department sites and migrate data from on premise shared drives.
- Provide strategic and legislative advice to town departments in various areas including the implementation and compliance with provincially mandated access and privacy standards, efficient record keeping and public access to corporate records.
- Protect the privacy, confidentiality and security of personal and proprietary information in accordance with legal requirements and corporate needs.

Successful candidates will abide by Ontario Health & Safety Legislation and follow Corporate Health & Safety Policies.

The Town of Oakville is an equal opportunity employer

Personal information collected from applications and resumes is collected under the authority of the *Municipal Act, 2001*, and will be used to determine qualifications for employment. Questions about this collection of information should be directed to Human Resource Services, 1225 Trafalgar Road, Oakville, Ontario L6H 0H3

- Collaborate with ITS and end users to develop, maintain and optimize electronic document management solutions, including implementing an environment of sharing digital documents within, and among departments.
- Develop, maintain and implement policies, procedures and training programs regarding the Electronic Document Management System, corporate records access, protection and management including development of an information governance plan.
- Ensure system maintenance and problem avoidance, technical integrity, administration, maintenance and support of all technical components in the daily operations of the record keeping solution.
- Coordinate data cleanup, review and update records and record metadata, conduct a quality check on records, perform database searches, and ensure database information is complete and properly identified.
- Create forms and workflows to streamline internal processes and procedures for paper and electronic document management.
- Collaborate with external suppliers across various platforms and online systems to optimize electronic file transfers, collaboration, and record storage.
- Conduct training sessions for town staff regarding EDMS and records management including creating technical and functional/end-user operational documentation for the software or system.
- Improve retention and disposition processes for records, data, and transitory information and develop and support on key metrics and KPIs related to the lifecycle management of records and data.
- Review records retention schedules and recommend changes to the records retention by-law, considering all administrative, legal, tax, government and audit reference and historical requirements.
- Evaluate and provide direction to all departments to ensure programs and technologies meet statutory requirements including the investigation of alternative and/or complementary software platforms required to implement the Enterprise Content Management.
- Provide research and support to requests for information from Council, staff and the public, ensuring the information is available when required, protected from unauthorized access, disclosure, alteration, deterioration and loss.
- Conduct system reviews including privacy impact assessments to adhere to regulatory, industry standards, and corporate policies.
- Investigate and update classification plan, retention schedule, integrated document management policy, alternative scanning procedures and implementation of document relevance checks in accordance with the retention by-law.
- Performs the duties of a Commissioner for taking affidavits.
- Perform other duties of similar complexity as assigned.

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Qualifications:

- Successful completion of a 3-year College Diploma from a recognized professional organization in Information Governance, Records and Information Management, Library Science, or Information Science or related field with 3 – 5 years of related experience. Other post-secondary education may be considered in combination with extensive related work experience.
- Strong experience with electronic records management, digitization of records, retention schedules, policy, storage and retrieval, best practices for records management systems and related information systems.
- Experience in project management and change management processes.
- Experience in a municipal or government environment.
- Completion of certified records and information management courses (i.e. AMRA American Records Management Association).
- Completion of related Microsoft Office Suite courses.
- Related AMCTO courses and customer service training are assets.
- Excellent communication including verbal (i.e. speaking clearly and persuasively under pressure), active listening skills (e.g. responding well to questions), written (writing clearly and informatively and excellent spelling and grammar), and strong presentation skills (e.g. training technical and non-technical audiences).
- Excellent mediation skills to deal with problematic situations.
- Exceptional negotiation and teamwork skills including the ability to influence others when interacting and collaborating with various groups and working effectively as a team member as well as independently.
- Knowledge and familiarity with Document Management software/collaboration software and Microsoft Office productivity applications is required and must be computer literate.
- Proficient technical knowledge of computer software programs and applications such as Microsoft Office productivity suite of applications, Land and Permit Management software and Agenda Management software.
- Knowledge of archival data storage, records preservation procedures, practices, and techniques and current technology trends.
- Expert knowledge of relevant legislation including the Municipal Freedom of Information Protection and Privacy Act, Municipal Act, Elections Act, and Commissioners for taking Affidavits Act.
- Expert understanding of Municipal, Regional, Provincial and Federal Government responsibilities, operations, procedures and legislation.

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- Ability to maintain absolute confidentiality of information with the ability to handle sensitive matters with discretion and diplomacy, with an understanding of sensitive, highly confidential, potentially harmful and labour related requirements/material.
- Strong analytical and strategic decision making skills.
- Excellent organizational and priority management skills with the ability to multi-task.
- Advanced research, investigative and problem-solving skills with the ability to gather and analyze information and exercise sound judgement to resolve issues in a timely manner.

We offer:

- A progressive work environment that promotes a work/life balance and strives to be a great place for great people to do great things
- A defined benefit pension plan
- Comprehensive health plan complemented with life and disability insurance

DATED: August 19, 2022

The successful candidate will be required to submit proof of full vaccination in accordance with the town's COVID-19 Vaccination Policy and Procedure. Accommodation requests for new hires that are unable to get vaccinated against COVID-19 for reasons protected under the Ontario Human Rights Code, must be made in writing to the Human Resources department.

This job profile reflects the general requirements necessary to perform the principal functions of the job. This does not include all of the work requirements of the job. Applicants are required to demonstrate through their application and in the interview process that their qualifications match those specified. The minimum threshold score for interview is 75%.

We thank all applicants and advise that only those selected for an interview will be contacted.

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