

## Update

Ministry

**Describe: Basic Job Details****Position**

Position ID

Position Name (30 characters)

Current Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

**Employee**

Employee Name (or Vacant)

**Organizational Structure**

Division, Branch/Unit

 Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

**Design: Identify Job Duties and Value****Changes Since Last Reviewed**

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

**Job Purpose and Organizational Context**

Why the job exists:

## Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

1. Participate in the development of government-wide data and content management policy instruments (which may include legislation, policy, directives, standards, and guidance materials) by:
  - conducting research to identify trends to inform the development of policy instruments;
  - conducting routine jurisdictional scanning of government and non-government content management practices;
  - contributing and participating in content management projects; and
  - providing feedback on content drafted by others to validate that the requirements for content management are incorporated.
2. Provide writing, designing, and editing support for the Data and Content Management Policy team:
  - providing copy-editing for all content produced by the Data and Content Management Policy team, ensuring the appropriate language, formatting, and style is applied;
  - ensuring the most up to date versions of content management policy instruments are accessible;
  - developing presentations for a variety of audiences (executive, Government-wide, subject matter experts); and
  - developing recommendations for new methods of presenting complex ideas.
3. Provide communication support for the Data and Content Management Policy team by:
  - supporting the development of responses received from a variety of stakeholders both internal and external to Government;
  - liaising with subject matter experts to obtain accurate details for the development of communications;
  - identifying opportunities to help ensure communications are received by appropriate stakeholders as effectively as possible; and
  - managing responses in the appropriate system/application.
4. Develop, maintain, and leverage networks to help inform policy instrument development by:
  - identifying subject matter experts and communicating with them routinely;
  - supporting the planning and execution of consultation initiatives;
  - capturing findings and follow up requests during consultation initiatives; and
  - assisting in the development of recommendations from consultations with subject matter experts.

## Problem Solving

Typical problems solved:

The development, maintenance, and advancement of content management policy instruments is complex given the diverse nature of government and the extensive content (data, information, records) used by the Government to conduct its business. This position plays an assisting role in developing and maintaining policy instruments that are meant to guide a disciplined approach to managing content across Government.

The management of content is subject to numerous pieces of legislation, which change frequently as business needs, technology, and citizen expectations evolve. Policy instruments must align with these complex, ever-changing requirements.

The challenges faced by this position require strong analysis, reasoning, writing and communication skills. Interpretative, evaluative, and developmental thinking are also important, along with the ability to begin to understand complex relationships. Some examples of where specific attention is required are:

- Data and information collected/created by and for the Government is essential to support program and service delivery to Albertans. There is a need to increase the ease with which data and information is shared between ministries, agencies, boards, and commissions. This would facilitate integrated programs and services, while reducing the amount of times Albertans have to tell the same story over and over to various departments to access programs and services.
- Albertans expect a government that is accountable and transparent. Providing access to content that is deemed appropriate and of value to Albertans is a major component of meeting

this expectation (e.g., Open Data); and

- Increase government efficiency by modernizing processes where possible. This can be achieved through various ways, such as incorporating workflows to reduce human error, adopting electronic signatures, establishing additional business requirements to ensure technology that is used by the Government is able to effectively manage data and information throughout its entire life.

This position requires the analyst to take a collaborative approach when achieving outcomes within the branch, the Ministry, and across Government.

Types of guidance available for problem solving:

Internal:

- Supervisors, subject matter experts, Mentorship Program, Peers, in-person and on-line training.

External:

- subject matter experts/contacts in other jurisdictions, published literature, formal content management related groups such as AIIM and ARMA, in-person and on-line training.

Direct or indirect impacts of decisions:

This position is accountable (through the Manager) for assisting in the development, enhancement and maintenance of policy instruments in alignment with the content management-related strategies, and government business plans. Decisions made by the analyst could impact policy instrument guidance, which establishes requirements for all of the GoA.

### Key Relationships

Major stakeholders and purpose of interactions:

- Program managers/directors and content management specialists in government departments: to obtain information about issues and contributing factors, discuss possible solutions, solicit consensus and/or support for new practices and strategies.
- Various GoA specialists dealing with aspects of content (e.g. Enterprise Content Management, FOIP, Privacy, Cybersecurity, IT): to gain better understanding of specific issues and alternative practices.
- Stakeholder groups (e.g., Alberta Records Management Committee): to develop consensus and/or support for new practices and strategies, and to communicate new policy, standards, and practices.
- Supervisor and Director: to help ensure that recommended direction aligns with the vision for content management.

### Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)	Other		

If other, specify:

Library and Information Studies, Information Management, Archival Studies, Communications

Job-specific experience, technical competencies, certification and/or training:

This position requires:

- extensive knowledge of content (data, information, records) management theory and practice, and information management technology.
- knowledge and understanding of the legislation (Acts and Regulations), programs, policies, practices, and precedents governing content management; *Government Organization Act, Freedom of Information and Protection of Privacy Act, Electronic Transactions Act, Public Service Act*, and the Records Management Regulation.
- knowledge and understanding of content management concepts and practices, to be able to apply these concepts to new practices in a variety of diverse environments.
- excellent written communication and presentation skills to convey complex information in a meaningful way to differing levels and types of audiences.
- policy analysis skills - to be able to describe the root of complex, diverse issues. Each issue will have its own unique characteristics and causative factors.
- critical thinking skills to help determine the impacts that a change in one area may have on related business practices and environments.

- excellent verbal communication and interpersonal skills to optimize the contribution and participation of key stakeholders (individuals and groups).
- self-directed research skills - to explore professional literature for best practices and to find out how other jurisdictions are handling similar issues.
- ability to work effectively in a team setting and able to organize and contribute to project teams and committees to achieve work objectives.
- aptitude for problem solving and decision-making, as well as mature judgment, tact, and diplomacy.

#### Education

- degree/diploma in a related discipline (Library and Information Studies, Information Management, Archival Studies, Business Administration, Public Administration, Communications, English) and two years related experience. Equivalencies will be considered.

#### Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Creative Problem Solving	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> <li>• Asks questions to understand a problem</li> <li>• Looks for new ways to improve results and activities</li> <li>• Explores different work methods and what made projects successful; shares learning</li> <li>• Collects breadth of data and perspectives to make choices</li> </ul>	<p>This position requires the analyst to look for new ways of managing government content (data, information, records), as the shift to a digital government continues.</p> <p>The analyst also plays a supporting role in gathering feedback from consultations with subject matter experts for the development/enhancement of data and content management policy instruments.</p> <p>The analyst also voices opportunities for different methods, in collaboration with the Data and Content Management Policy team.</p>
Agility	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> <li>• Takes opportunities to improve work processes</li> <li>• Anticipates and adjusts behaviour to change</li> <li>• Remains optimistic, calm and composed in stressful situations</li> <li>• Seeks advice and support to change appropriately</li> </ul>	<p>This position helps in developing recommendations for changes to data and content management policy instruments to assist in modernizing business processes (e.g., move to digital).</p> <p>Changes to direction and priorities occur frequently. This position</p>

		<ul style="list-style-type: none"> <li>• Works creatively within guidelines</li> </ul>	<p>must be able to redirect their focus and time quickly to meet timelines.</p>
Develop Networks	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works on maintaining close relations with all stakeholders:</p> <ul style="list-style-type: none"> <li>• Identifies key stakeholder relationships</li> <li>• Has contact with range of interested parties</li> <li>• Actively incorporates needs of a broader group</li> <li>• Influences others through communication techniques</li> </ul>	<p>This position requires the analyst to identify, maintain and leverage networks, especially for consultation purposes.</p> <p>The analyst also plays an essential role in developing communication with a variety of networks for updates/opportunities with content management policy instruments.</p>
Drive for Results	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> <li>• Plans based on past experience</li> <li>• Holds self and others responsible for results</li> <li>• Partners with groups to achieve outcomes</li> <li>• Aims to exceed expectations</li> </ul>	<p>The analyst assist in ensuring all content management policy instruments and communications from the team are in the correct format, free of editorial mistakes, and consistent.</p> <p>The analyst also participates in working groups for the development/enhancement of policy instruments.</p>

**Benchmarks**

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

**Assign**

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

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Employee Name

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Date yyyy-mm-dd

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Employee Signature

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Supervisor / Manager Name

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Date yyyy-mm-dd

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Supervisor / Manager Signature

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Director / Executive Director Name

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Date yyyy-mm-dd

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Director / Executive Director Signature

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ADM Name

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Date yyyy-mm-dd

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ADM Signature

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DM Name

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Date yyyy-mm-dd

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DM Signature