

Update

Ministry

Technology and Innovation

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Director, Records and Storage

Current Class

Senior Manager (Zone 2)

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:

Reporting to the Executive Director, Enterprise Content Management, the Director, Records and Storage leads the strategy, governance, and operations for enterprise records management, eDiscovery for litigation support, and storage services. This role ensures records are created, managed, stored, and disposed of in compliance with legal, regulatory, and organizational requirements.

The Director is accountable for records governance, physical storage operations, vendor, procurement and contract management, and the safe handling of information assets. The role provides senior advice on risk, compliance, and information management practices, and plays a key role in supporting audits, legal requirements, and access to information.

The Director leads teams and drives continuous improvement, including modernizing services and supporting the transition to more digital ways of working using AI/other emerging technology . The role balances operational performance, risk management, cost efficiency, and service quality while working across the organization to strengthen information practices.

Responsibilities

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

1. Strategic Leadership

- Develop and lead the organization's records and storage strategy.
- Align records and storage services with organizational priorities, legislative requirements, and business needs.
- Provide advice to senior leaders on records governance, storage risks, compliance obligations, and modernization opportunities.
- Identify opportunities to improve efficiency, service quality, and user experience in records and storage services.
- Lead long-term planning for physical and digital storage capacity, service models, and investment needs.

2. Records Management Governance

- Establish and maintain enterprise-wide records management policies, standards, procedures, and controls.
- Ensure records are managed throughout their lifecycle, including creation, classification, access, retention, transfer, archival review, and disposition.
- Monitor compliance with legislation, regulations, privacy requirements, internal policy, and audit expectations.
- Oversee records classification schemes, retention schedules, and disposition practices.
- Support legal, audit, freedom of information, privacy, and investigation requirements related to records.

3. Storage Operations

- Lead storage operations for physical records, media, and other information assets, whether managed internally or through third-party providers.
- Ensure storage facilities, systems, and processes are secure, accessible, efficient, and compliant.
- Oversee inventory control, retrieval services, tracking systems, destruction processes, and chain-of-custody practices.
- Ensure business continuity and disaster recovery measures are in place for stored records and materials.

-Monitor storage utilization, service levels, and costs, and implement improvements where needed.

4. Digital Transition and Modernization

-Lead initiatives to reduce reliance on physical storage where appropriate through digitization, AI, improved information practices, and modern records solutions.

-Partner with information technology, privacy, legal, and business teams to strengthen digital records management capabilities.

-Help guide the transition from paper-based to digital-first processes while maintaining compliance and records integrity.

-Ensure storage and records services support innovation without increasing organizational risk.

5. Risk, Compliance, and Security

-Identify and manage operational, legal, privacy, security, and reputational risks related to records and storage.

-Ensure proper controls are in place for sensitive, confidential, and protected information.

-Lead responses to audits, compliance reviews, and internal assessments related to records and storage.

-Investigate and resolve issues related to missing records, improper storage, unauthorized access, or non-compliance.

-Maintain strong controls over destruction, disposition, and access authorization.

6. Leadership and People Management

-Lead, coach, and develop managers and staff responsible for records and storage functions.

-Build a culture of accountability, service excellence, continuous improvement, and compliance.

-Set clear performance expectations and support employee growth and capability development.

-Lead change management efforts related to new processes, systems, and service models.

-Ensure team resources and structures are aligned to service demands and strategic priorities.

7. Stakeholder and Vendor Management

-Build effective relationships with internal business units, executive leadership, legal, privacy, audit, facilities, procurement, and technology partners.

-Act as the senior point of contact for records and storage services across the organization.

-Oversee vendor performance for off-site storage, shredding, digitization, or related services.

-Negotiate service expectations, monitor contracts, and ensure value for money.

-Support organizational readiness for audits, litigation holds, access requests, and operational reviews.

8. Financial and Operational Management

-Develop and manage budgets for records and storage operations.

-Monitor expenditures, contracts, staffing, and service performance.

-Establish metrics, performance indicators, and reporting for records and storage programs.

-Use data and service trends to inform decision-making, resourcing, and improvement priorities.

-Ensure services are delivered in a cost-effective and sustainable way.

9. eDiscovery and Litigation Support

-Lead the direction and development of eDiscovery directives, guidelines, training and streamline litigation support to all Goa departments.

-Provide oversight of eDiscovery case management within M365, ensuring security requirements are met, appropriate role-based access is maintained, and access controls are coordinated with TI and Cybersecurity as administrators of Purview eDiscovery.

Problem Solving

Typical problems solved:

Leads the design and delivery of a broad range of physical and digital records management services in a complex environment that requires ongoing consultation with diverse stakeholders who often have competing needs. This includes developing sustainable service delivery models, establishing performance measures, and setting clear service level expectations.

Identifies and addresses complex information management challenges where existing policies or practices are insufficient. Develops practical, forward-looking solutions—such as redesigning disposition processes or creating service models that balance client needs with fiscal responsibility and encourage better organizational behaviours.

Applies strong analytical thinking to break down complex issues and develop innovative, balanced solutions. For example, provides strategic recommendations to reduce reliance on high-cost physical storage while ensuring business continuity and minimizing operational risk. This includes developing both short- and long-term approaches that optimize space, cost, and service effectiveness.

Works in a highly collaborative way to drive decisions and outcomes. Engages, influences, and negotiates with senior stakeholders across the organization to align on priorities, manage trade-offs, and implement effective, organization-wide solutions.

This roles solves how do we control, protect, and efficiently manage our records and storage in a way that reduces risk, supports the business, and enables a shift to more modern, AI, and digital ways of working.

Types of guidance available for problem solving:

- GoA Information Management Policy instruments (legislation, policies, directives and guidelines)
- International IM standards (ISO, CGSB)
- Information management professional associations' (ARMA, AIIM) literature
- Digitization procedures and guidelines
- AI Policy Instruments (directives, policy and guidelines)
- Branch colleagues
- Other ministries staff
- Department Legal Counsel
- Other jurisdictions

Direct or indirect impacts of decisions:

Decisions have a direct impact on the way all GoA staff apply approved retentions schedules to business records/information in the future. The impact of incorrect decisions could result in extreme embarrassment to GoA and result in large expenditures to correct once implemented, if that is even possible.

Decisions also must ensure that any records subject to access requests (ATIA/POPA) and/or ongoing or potential litigation are excluded from records/information eligible for disposition if they have met its full retention period.

Decisions for digitization and digital enablement and eDiscovery may have a significant impact on both internal and external stakeholders, clients, and public audiences. The business solutions as well as communications strategies implemented are critical to fulfilling client needs within operational and budget constraints.

Key Relationships

Major stakeholders and purpose of interactions:

ADM: Provide executive summary input on issues directly to the ADM or when covering off for the Executive Director.

Executive Director: Provide executive summary input on issues when requested, updates on program activities, seek direction on contentious issues and information sharing.

Program Managers: Provide direction and support to program planning, priorities and performance management planning and information sharing.

Unit Staff: Communicate direction, corporate vision and values, gather input for operational planning and support staff recognition events.

Other Service: Information sharing, collaboration on branch initiatives and joint problem solving on Alberta staff related issues.

Other department: Consultation, provider advice and guidance on services provided, collaboration on Staff projects and initiative and issues solution.

Other jurisdictions: Information exchanges and best practices research

Service Providers: Information exchange, contract management, tendering, project management, and Vendors consultation and advice

Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

Business

2nd Major/Minor if applicable

Public Administration

Designation

Other

If other, specify:

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

- A University Degree in Library and Information Studies or Certified Records Manager designation provides the appropriate information management and records management background. Related experience or education may be considered.
- Significant experience leading records management, information governance, or storage operations in a complex, regulated organization.
- Experience overseeing physical records storage operations, including inventory management, retrieval services, and secure destruction.
- Experience leading multidisciplinary teams and driving organizational change.
- Extensive related experience in a leadership role with proven success in managing complex issues.
- Experience with leading and managing corporate initiatives, development and implementation of strategies, and associated project management, communication, and collaboration skills.
- Demonstrated ability to encourage innovative approaches and question existing ones to ensure the most effective and efficient outcomes are delivered.
- Anticipation of client needs and recommending strategic business direction to meet projected needs of clients and prospective clients.
- Motivate staff to resolve complex issues related to the delivery of publication distribution, storage and disposition services through coaching, mentoring, leading and directing the teams, that staff have the knowledge, skills and resources to provide effective delivery of information and records management

services to both public servants and Albertans.

- Problem solving, customer relations and negotiation, contracting and contract services, working in a cross-government environment.
- In-depth understanding of legislation related to information management including *Government Organization Act, Freedom of Information and Protection of Privacy Act, Electronic Transaction Act, Financial Administration Act, Public Service Act and Government Accountability Act.*
- Deployment of resources to deliver organization wide results. Skills in human resource management and development, financial planning, organizational performance, and strategic and operational planning.

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 | | |
| Systems Thinking | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration | <p>Thinking about what we are doing now and how it can be done better or differently as we transition towards a digital centric business record environment. Using AI or other emerging technology to accelerate a digital footprint.</p> <p>Determining where the leverage points are to support digital records disposition in M365, 1GX and other GoA business applications to enable automated application of retentions and disposition active. Collaboration with others that involves differing opinions and views resulting in forward thinking solutions such how to reviewing the tools used for disposition and how to process create efficiencies.</p> <p>Determining project and initiative interdependencies to leverage outcomes where appropriate.</p> |
| Creative Problem Solving | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <p>Works in open teams to share ideas and process issues:</p> <ul style="list-style-type: none"> • Uses wide range of techniques to break down problems • Allows others to think | <p>Reviews risks, benefits and issues affecting information management security within the GoA storage facilities.</p> <p>Challenge status quo and engage others to</p> |

| | | | |
|-------------------------|-----------|--|--|
| | | <p>creatively and voice ideas</p> <ul style="list-style-type: none"> • Brings the right people together to solve issues • Identifies new solutions for the organization | <p>contribute in the brainstorming process. Bring in new staff who are not familiar with our processes, they often will identify and offer ideas for improvement.</p> |
| Agility | ○ ○ ○ ● ○ | <p>Proactively incorporates change into processes:</p> <ul style="list-style-type: none"> • Creates opportunities for improvement • Is aware of and adapts to changing priorities • Remains objective under pressure and supports others to manage their emotions • Proactively explains impact of change on roles, and integrates change in existing work • Readily adapts plans and practices | <p>Regularly identify risks and discuss mitigation strategies within the Unit or Branch. Manage requests from clients and keep the teams focused on the end goal of disposition and warehousing needs for all of GoA. Anticipate challenges, work collaboratively to problem solve and develop solutions that balance client needs with Information Management, and security requirements.</p> |
| Develop Networks | ○ ○ ● ○ ○ | <p>Leverages relationships to build input and perspective:</p> <ul style="list-style-type: none"> • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships | <p>Build and leverage relationships to provide exceptional customer service. Work across GoA with broad spectrum of teams including agencies, boards and commissions to gather feedback and maintain relationships. When implementing a new process, work with necessary stakeholders to gather and provide feedback to improve processes and implementation of Information Management principles.</p> |
| Develop Self and Others | ○ ○ ○ ● ○ | <p>Encourages development and integration of emerging methods:</p> <ul style="list-style-type: none"> • Shapes group learning for team development • Employs emerging methods towards goals • Creates a shared learning environment • Works with individuals to develop personal development plans | <p>Encourage employees to have an annual learning and development plans. Determine what their career paths are within the GoA and work with them to develop a learning path to reach those goals. Willing share my skills and knowledge, including lessons learned.</p> |

