

New

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (30 characters)

Requested 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**Job Purpose and Organizational Context**

Why the job exists:

The Data, Information and Records Services (DIRS) Branch provides cost effective and responsive records and information management services across the Government of Alberta (GoA). Reporting to the Senior Information Discovery Team Lead, eDiscovery Services, the Information Discovery Analyst is part of the eDiscovery Services team and is responsible for collaboration, coordination, advice and support to ensure information discovery services are provided to government's legal counsel and ministries across the GoA. The Analyst's role is to work collaboratively with the Team Lead and the CMOU Manager and provide up to date information in the management of all information discovery priorities and support maintaining service levels through audits and statistical analysis.

The eDiscovery Services team assists GoA's legal counsel and departments in preparedness for any potential, known, or on-going legal action. Information discovery is a process of identification, preservation, collection and production while maintaining traceability and security of relevant information related to legal proceedings. This includes discovery related to inquiries, or any other process that requires relevant GoA records as evidence (this does not include investigation which is managed by Cybersecurity). This process is a critical function within the GoA to reduce legal risks and improve litigation outcomes. Further to this, the requirement to complete the discovery process within time lines provided by the courts requires staff with specialized knowledge to meet time sensitive deadlines. Therefore, it is crucial that information discovery is conducted seamlessly in a sustainable, collaborative

manner.

Responsibilities

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

1. Support CMOU leadership to advance the eDiscovery service offered by the branch:
 - work collaboratively with the Team Lead and Manager in setting priorities and workload allocation;
 - provide innovative recommendations, advice and process improvements on advancing the eDiscovery service offered by the branch;
 - stay up to date with evolving trends related to information discovery, IM technologies and practices;
 - promote and encourage adoption of innovative approaches to support business area requirements;
 - work with the Team Lead in assessing the impact of technologies and initiatives on the discovery process
 - liaise with other Service Alberta and department staff to exchange information and coordinate approaches to information discovery processes and activities; and
 - provide training and advice to Information Discovery Coordinators and other department representatives and support the development of the service and standard operating procedures for the team.
2. The Information Discovery Analyst supports planning related to discovery for a given litigation:
 - collaborate and coordinate with legal counsel, department sponsor, program area staff, and senior records officer to determine the scope of the project and deadlines for identification and collection;
 - track the requests through the RITM process in BERNIE, creating or updating request
 - add the legal hold to the GoA litigation holds list;
 - update the eDiscovery Services Team SharePoint site with relevant documents (e.g. litigation tracking documents, custodians lists, records inventory, etc.);
 - communicate continuously with custodians and controllers about the information discovery request and track all communications related to the legal/FOIP hold; and
 - create a list of custodians who may hold relevant records.
3. Support identification of relevant records by:
 - distribute and analyze custodian questionnaires used to identify relevant records;
 - use tools (RSS, RecFind, Documentum, Sharepoint, OpenTextContent Server, Versatile, IRIS, etc.) to perform searches to identify relevant physical records;
 - identify records held in line of business applications (ARTS, MOVES, etc.);
 - identify records that are considered cabinet confidences and flag these for legal counsel;
 - create a list of relevant records for review by information controllers; and
 - create a review set of identified records with relevant metadata to allow sorting by custodian or application.
4. Support preservation and collection of relevant records:
 - apply holds to related retention and disposition schedules to ensure that relevant information is not inadvertently dispositioned;
 - notify custodians of legal holds and requirement to preserve records in current state;
 - create copies of relevant physical records to meet the specifications set out in the planning stage (i.e., scan to search-able PDF with specified DPI);
 - collect copies of information and related metadata from information systems other than M365 (this involves engaging the Legal and FOIP service teams);
 - collect information discovered through legacy information storage systems (shared network folders on premises, email accounts in DUR, SharePoint sites on premises);
 - collect information stored in line of business information systems (including relevant metadata) (e.g., ARTS, MOVES, web sites, FOIP system, Amanda, etc.); and
 - collect information contained in alternate storage media and voice mail or other formats not covered above.
5. Support the transfer of relevant records to JSG Evidence Production Team (or External Counsel)
 - Follow the operational plan for transferring content (this may include: copying data to secure external devices for transport to external counsel, providing external counsel secure access to the data in place, transfer of data to NUJIX).

Problem Solving

Typical problems solved:

The analyst may need to narrow the search criteria to yield a manageable number of records when searching the various systems. The analyst also needs to be familiar with tools to do analysis and de-duplication of data. For this, an in-depth understanding of business functions and activities across GoA is needed, as well as a good command of the English language to determine key words or phrases that can be used to limit the number of search results.

Where project scope has changed or expanded, the analyst will need to adapt and be skilled in navigating the change(s) in order to produce desired results.

Due to timeline there may be difficulty in getting responses from business; the ability to communicate effectively to drive results and as well escalate to team lead/management when needed to ensure that roadblocks are removed and timelines are met.

Types of guidance available for problem solving:

Access to the other analyst on the team, Information Discovery Coordinators, Team Lead, CMOU Manager and Director, legal counsel, FOIP coordinators, SROs and IM Portfolio Leads.
 Training: Mandatory GoA Noverant courses, BERNIE Training, M365 training, etc.

Direct or indirect impacts of decisions:

Evidence is being provided to support government cases in courts of law. Impact can be significant if relevant information is missed or not provided. The evidence provided must be considered privileged and may not be discussed or shared outside of context of team working on the discovery case.

Key Relationships

Major stakeholders and purpose of interactions:

Assistant Deputy Minister, Executive Director from program areas identified for information discovery; staff from targeted program areas; legal counsel; technical; staff; other staff from DIRS branch or Cyber Security Office; DMO or Chief of Staff.

Required Education, Experience and Technical Competencies

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

If other, specify:

Library and Information Studies, Certified Records Manager, or equivalent

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

Considerable knowledge and experience in litigation, information management, records management and content management.

Experience with search tools used in GoA and M365, technical competencies are needed to create appropriate search conditions and ability to use these tools, high level communication skills are required to request the right information from the information custodians.

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		
Build Collaborative Environments	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Facilitates open communication and leverages team skill: <ul style="list-style-type: none"> • Leverages skills and knowledge of others • Genuinely values and 	- Engages and communicates with a broad range of individuals in the identification, preservation and collection of relevant

		learns from others <ul style="list-style-type: none"> • Facilitates open and respectful conflict resolution • Recognizes and appreciates others 	records. <ul style="list-style-type: none"> -Must be engaged and organized to assist with daily, weekly, monthly reporting to CMOU senior team.
Drive for Results	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Works to exceed goals and partner with others to achieve objectives: <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations 	<ul style="list-style-type: none"> - Must achieve results within time frames provided by legal counsel. - Must engage others to meet time lines. - Plans based on experience, known processes to meet or exceed time lines.
Agility	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Works in a changing environment and takes initiative to change: <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	<ul style="list-style-type: none"> - Able to adapt to changing information controllers and information custodians. - Able to adapt to changes within the initial ask and changes in time lines as needed. - Adapts and adjusts as required. - Able to find creative solutions and work with others to see these through to production of collected relevant records.
Creative Problem Solving	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Focuses on continuous improvement and increasing breadth of insight: <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices 	<ul style="list-style-type: none"> - Able to learn from each experience and add/ adapt work methods as needed. - Must be inquisitive and use this to provide targeted search results. - Must be able to share methodologies with the larger team and learn from other's work.
Systems Thinking	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Observes and understands larger impact of role: <ul style="list-style-type: none"> • Sees impact of work on organization; anticipates change in own area based 	<ul style="list-style-type: none"> - Visualizes how the work performed by the eDiscovery services team aligns with the objectives of the GoA as a whole

		<p>on activities in other areas</p> <ul style="list-style-type: none"> • Considers how own work impacts others and vice versa • Ask questions to understand broader goals • Aware of how organization adds value for clients and stakeholders 	<p>-Works to collaborate with a large group of stakeholders across the GoA</p> <p>- Regularly engages the eDiscovery services team and management to provide feedback or ask clarifying questions</p> <p>-Awareness of broader CMOU and DIRS alignment with eDiscovery</p>
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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.

Employee Name	Date yyyy-mm-dd	Employee Signature
Supervisor / Manager Name	Date yyyy-mm-dd	Supervisor / Manager Signature
Director / Executive Director Name	Date yyyy-mm-dd	Director / Executive Director Signature