

Purpose

The primary purpose of this position is to supervise the Data Access unit, in particular:

Manage the process required to decide on applications for access to data in the Registry databases (MOVES, VISTAS, PERPIS, CORES),

Directly manage the application of the Access to Motor Vehicle Information Regulation, as they govern the release of data from the MOVES systems, and

Manage the process for the approval of access IDs to MOVES systems, maintaining the Access Control database, listing all ID approvals, refusals and deletions and maintain all associated legal documentation.

The Supervisor is responsible for ensuring that all statutory, policy and audit directives are applied, enforced, monitored and remedial action taken if necessary to ensure that persons granted access to Registry databases have authority to do so, and that they conduct access in accordance with the access conditions relevant to the purpose.

Responsibilities and activities:

The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described (see Sections 2.1 and 2.2)

1. Supervises the Data Access Unit

Leads the Data Access Unit ensuring that the relevant statutory, policy, and audit directives are applied and monitored respecting the granting and continuance of access to specified Registries' data.

Activities:

- Supervises and is responsible for the daily activities of the unit.
- Knowledgeable and applies all relevant statutes, policies, procedures, and audit directives
- Sets work priorities, and unit goals and objectives.
- Liaises with Agent Support unit, and Registry Agents to assure consistent application of the MVI Regulation.

2. Manages the Day-to-Day Application of the Access to Motor Vehicle Information Regulation.

Directly ensures that the MVI Regulation and activities thereto are correctly and consistently applied daily.

Activities:

- Logs and evaluates all access applications.
- Evaluates and provides recommendations to the Registrar respecting approval/rejection.
- Implements approvals
- Provides administrative support to appeal processes,
- Publish public notification of pending Registrar decisions
- Creates and administers MVI Regulation activities
- Provides education/responses to interested parties
- Terminates access authority as required
- Controls and maintains Access Authority database.

3. Performs Audit and Compliance Role

Will liaise with the AGS Audit & Compliance unit to ensure unit performs in accordance with governing documents, that Registry Agents grant release of information in accordance with these same documents and will assist the A&C Unit in the conduct of its audits respecting access privileges granted clients and Registry Agents.

Activities:

- Research, analyses, and provides information to the A&C Unit
- Participates in the desktop/filed audits as agreed upon and as required
- Implements audit recommendations within the unit at the client sites

4. Manages the Registry Employee Access Control Database

Provides administrative control/evaluation respecting the issuance of access IDs to the MOVES database, keeps an active and accurate record of all persons holding IDs to the MOVES system, as well as those terminated or denied.

Activities:

- Receives and decides upon an application for access to the MOVES database,
- Maintains a current record of all active IDs, including particulars relating to the reasons for issuance, and records access denials and terminations
- Periodically audits the ID assignments, and record keeping on client sites as directed in the Registries' access contract.

5. Researches, develops, and enhances database access procedures.

Brings the most current knowledge regarding data access laws, procedures and policies to Alberta Registries. Uses this information proactively to address data access control within Registries and improve upon it wherever possible.

Activities:

- Attends external training and development forums and other opportunities,
- Liaises with internal/external authorities to keep informed on best theories and practices.
- Remains current on all data access laws, procedures and policies and disseminates this information to all affected parties.
- Leads problem solving and improvement activities aimed at developing and enhancing performance of critical processes for access to Registries information.

Scope:

List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job. (see Section 2.4)

Job Impact: The results of the work of this position are governed by legislation and there is a responsibility to protect the privacy of personal information while accommodating the legitimate right of individuals to access personal information. While the incumbent is responsible to ensure that rights of both of these parties are closely managed, the consequences of an error in granting or refusing access to personal information can be serious and far reaching, as well as being politically sensitive and potentially subject to media attention. These consequences can include:

- Exposure to legal actions against the Government of Alberta
- Erosion of public confidence/trust in the Registries system, and
- Potential security implications.

Job Diversity and Complexity: The incumbent must understand and balance the needs and expectations of a diverse group of persons wanting access to Registries' data, while at all times working within the established laws, policies and procedures. Registry agents and the many clients they serve are an important combined user group. Selected persons and organizations will also be contracting directly with the incumbent. For example, Alberta transportation has program responsibilities and a strong interest in the driver and vehicle records. Additionally, the information being managed contains personal information, which has special legislative responsibilities for the Information and Privacy Commissioner.

Job Creativity: The incumbent must exercise sufficient innovation and creativity to ensure that the Data Access Unit and all supporting systems operate smoothly, efficiently, and cost effectively; while at the same time all relevant laws, policies and procedures are complied with, and individuals' rights for privacy and access are upheld.

Knowledge, Skills & Abilities: Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.,

- Knowledge and skills related to project management/coordination and project life cycles. Experience with project planning (management) within a team environment and individually as the work environment dictates.

- Knowledge and experience with various Registry systems, data and data management and related business processes.
- Ability to develop and interpret various types of contracts, as well as interpret and apply a number of statutory documents which govern the access to and the release of personal information.
- Knowledge of market trends, data management policy/procedures and legislation, which includes the Freedom of Information and Protection of Privacy Act (FOIP).
- A solid understanding of the division's goals and branch/unit mandates.
- Well-developed organizational, facilitation, research, and evaluation skills.
- Strong analytical, and negotiation skills.
- A strong aptitude for problem solving decision-making and continuous process improvement.
- Excellent oral and written communication, interpersonal, presentation and public relations skills.
- Knowledge and skills in the use of MS Access. Database development skills would be an asset.
- Good supervisory skills and experience, gained through a minimum 3-5 years working at a supervisory level.
- An undergraduate degree or minimum three-year community college diploma. A degree/diploma in Information Sciences would be a asset, or equivalent experience and training.

Research

Public and private governance

Program management

- defining the program and the program scope
- initiating the program
- planning the program
- executing the program
- monitoring and controlling the program
- program reporting

Motor vehicles registry

- Alberta vehicle registration model
- Alberta driver licensing model
- Alberta identity management model
- MOVES data structures
- MOVES services
- MOVES policy
- MOVES guides
- MOVES manuals
- conflicting requirements with other jurisdictions

Other registries

- Vital Statistics Registry
- Corporate Registry
- Personal Property Registry
- Registry Online

Stakeholder management

- stakeholder identification
- stakeholder consultation
- stakeholder management
- main stakeholders:
 - Government of Canada
 - Provincial Governments
 - Municipal Governments
 - ABCs and other public bodies
 - Law Enforcement Agencies
 - Civil Enforcement Agencies
 - Law Firms
 - Insurance companies and insurance service providers
 - Banks and financial companies
 - Carriers
 - Third Party Service Providers, etc.

Process development

- collecting data
- stakeholders' need awareness
- business analysis
- business process mapping
- process implementation
- process tracking and monitoring
- process improvement
- process reporting

Contract development and management

- contract law knowledge
- contract principles
- contract life cycle
- contract design
- due diligence
- privacy protection requirements
- regulatory compliance
- data security requirements
- system security requirements
- information release channel development

Policy development and maintenance

- identifying problems,
- creating guidelines and strategies to address specific issues,
- formulating solutions,
- implementing solutions,
- evaluating solution effectiveness.
- form, guide, and tip sheet development,
- policy maintenance

Data and information product management

- understanding stakeholders' needs
- research
- applying the principles of privacy
- product ideation
- product design
- product prototyping
- product testing and UAT
- product iteration and versioning
- maintaining information products

Court related processes

- understanding the court process
- applying Alberta rules of court
- providing feedback and guidance to law firms, registry agents, DACMU staff, and the public at large
- guidance and assistance in court order drafting
- development of confirmation letter and other court related documents

Registrar Decisions: Notifications

- collecting information
- identifying the category of client
- identifying the purpose(s)
- defining sub-purposes and uses of data and information
- identifying the type of data and information
- developing rules of use and protection of information
- drafting the RDN
- publishing the RDN

Legislation awareness, research, interpretation, and application

- Freedom of Information and Protection Privacy Act (Alberta)
- Protection of Privacy Act (Alberta)
- Access to Information Act (Alberta)
- Health Information Act (Alberta)
- The Personal Information Protection Act (Alberta)
- Personal Information Protection and Electronic Documents Act (Canada)
- Privacy Act (Canada)
- Access to Information Act (Canada)
- Traffic Safety Act
- Access to Motor Vehicle Information Regulation (AMVIR)
- Operator Licensing and Vehicle Control Regulation (OLVCR)
- Government Organization Act
- Identification Card Regulation
- Records Management Regulation
- Registry Service Charges Regulation
- Registry Services (Non-payment of Fees) Regulation
- Business Corporations Act
- Business Corporations Regulation
- Cooperatives Act
- Cooperatives Regulation
- Societies Act
- Societies Regulation
- Vital Statistics Act
- Vital Statistics Information Regulation
- Vital Statistics Ministerial Regulation

- Personal Property Security Act (Alberta)
- Personal Property Registry Accreditation and Document Handling
- Civil Enforcement Act
- Civil Enforcement Regulation
- Alberta Rules of Court
- Municipal Government Act