INFORMATION GOVERNANCE AND ENTERPRISE CONTENT MANAGEMENT SPECIALIST

Group-Section: Administrative Services Section	FLSA Status: Exempt Bargaining Unit: MAPA	Salary Grade: 59 Job #: Y18

JOB SUMMARY

Responsible for overseeing the District's Information Governance (IG) and Enterprise Content Management (ECM) Program. This includes development of the District's IG strategic plan, policies, and procedures; identification, rollout, and the ongoing management of the ECM system; collaborating with the Information Technology Group and various key stakeholders to develop strategies, policies, standards, and procedures to support the management and preservation of information assets; standardizing ECM projects and reducing elimination and repetition of information and applications; coordinating training and assessments related to IG and ECM architecture (platform, solution, and data), policies, guidelines, and procedures; and communicating goals and expectations of the IG Program and ECM System to promote acceptance and adoption of the overall information governance and management philosophy.

OVERSIGHT

Supervision Received: Receives direction from the Unit Manager and/or Section Manager.

Supervision Given: May exercise technical and functional supervision over assigned and matrixed staff.

JOB DUTIES

1. Develops strategies, methods, and tools to capture, manage, store, preserve, and deliver content related to key organizational processes; evaluates information business needs within each department or functional area within Metropolitan to ensure consistency with records retention and information governance policies, procedures, and practices; develops policies, procedures, and practices in support of IG/ECM; supports efficiency improvements through the use of ECM to manage all information regardless of origin, sources or medium; ensure information integrity, integration, and security of the ECM system to ensure goals, objectives, and business needs of Metropolitan are achieved.

2. Manages and maintains the ECM Systems in conjunction with the Information Technology Group and other stakeholders; researches, evaluates, and implements current content management technology, products and equipment options; coordinates the data management, design, structure, and organization of the system to ensure ongoing access by users; and continuously develops information guidelines and standards for records management issues related to the Local Area Network, Public Folders and E-mail systems.

3. Establishes and maintains a partnership with stakeholders to develop and maintain essential elements of the ECM Program including classification systems, metadata schemas, record series, and security; ensures access and control measures such as access monitoring, credential verification, authorized destruction, and auditing; assesses and classifies Electronically Stored Information (ESI) to eliminate Redundant, Outdated, Trivial (ROT)

content using established business rules; and establish streamlined processes for disposition of the content.

4. Identifies IG and ECM requirements and risks; continuously make recommendations for enhancements, and interfaces with members from Metropolitan functions by IG/ECM to ensure requirements are met; ensures compliance with Federal, State, and regulatory requirements as well as records management retention requirements; defines metrics to measure ongoing success of the governance frameworks, including key criteria such as breadth of influence across lines of business and sustained compliance.

5. Develops and maintains an outreach and training strategy for communicating governance architecture (platform, solution, and data), policies, guidelines, and procedures that are to be broadly communicated across the District and training programs to achieve acceptance as well as adoption of the IG and ECM programs and tools.

6. Establishes and maintains an IG and Records Management Center of Excellence whose charter includes authority to enforce information management and technology decisions based on business priorities.

7. Performs other related job duties as required.

EMPLOYMENT STANDARDS

MINIMUM QUALIFICATIONS

Education and Experience: Bachelor's degree from an accredited college or university and eight years of increasingly responsible relevant experience, of which four years must have been in a project management or lead position; or an advanced degree (i.e., master's or doctorate) from an accredited college or university and six years of increasingly responsible relevant experience, of which four years must have been in a project management or lead position.

Required Knowledge of: Information Governance and Enterprise Content Management processes; California Public Records Act; data, document, and forms management; paper and electronic records processes; electronic document management systems; records retention; offsite storage practices; project management concepts and techniques; budgetary concepts and procedures; relevant federal, state and local applicable laws, regulations and codes; project management; trends and emerging technologies of Information Governance and Enterprise Content Management; types and characteristics of printing and scanning equipment; and specialized applications and industry standard equipment.

Required Skills and Abilities to: Plan, organize, and review the work of assigned and matrixed staff; review work products for detail, quality, and adherence to guidelines; encourage and facilitate cooperation; mentor, develop, and motivate staff; collaborate with management to determine training needs of staff exercise judgment and discretion; interpret and analyze results; communicate orally and in writing on administrative and technical topics; represent Metropolitan to public agencies, regulatory bodies, special interest groups, and members of the public;

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establish and maintain collaborative working relationships with all levels within the organization, other agencies, regulatory agencies, special interest groups, and the public; use business applications such as word processing and spreadsheets; and prepare presentations for executive management, Board of Directors, member agencies, and the media. Serve as subject matter expert in business continuity.

CERTIFICATES, LICENSES, AND REGISTRATIONS REQUIREMENTS

Certificates
- None

Licenses
- Valid California Class C Driver License

Registrations
- None

DESIRABLE QUALIFICATIONS
- None

PHYSICAL DEMANDS, WORK ENVIRONMENT, AND VISION REQUIREMENTS
The physical demands and work environment characteristics described here are representative of those that must be met or may be encountered by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands: The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking; standing; bending; carrying of light items such as paper, books, or small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment: The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc. The work area is adequately lighted, heated, and ventilated.

Vision Requirements: No special vision requirements

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