

CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: Records & Information Analyst

UNION:231

DEPARTMENT: Finance

SG:4

CS:N

FLSA:N

EEO4/SOC CODE:PR/15-1211

JOB SUMMARY:

Performs research, analysis, design and management of citywide records and information management programs and systems focusing on digital records and conversions. The work includes designing departmental record systems; analyzing and classifying records and retention for documents; maintaining a standard file classification system; creating and managing records-related reports and administering records management system permissions and keywords. Works cooperatively and in conjunction with management and Information Technology Services Department (ITSD) staff to provide direction and support for records management projects within the document management system. Provides Citywide records management training and education for staff, manages records projects, and other Finance Department projects and activities as assigned.

SUPERVISORY RELATIONSHIPS:

Reports to the Deputy City Clerk. Works independently under general supervision and the guidance of applicable federal, state, and local statutes, regulations, policies, and procedures and labor contracts. Serves as lead on assigned projects; assigns work to project team members, conducts analysis and outreach to other departments, and provides feedback and guidance to Records Center and Mailroom staff.

ESSENTIAL FUNCTIONS:

1. Serves as the City's records subject matter expert. Develops and manages the essential records programs, records disposition, and transfer systems and programs. Leads City records projects and initiatives.
2. Analyzes and classifies departmental records and identifies business process needs. Responds to questions and resolves problems with record management systems, including application workflows and physical organization of records.
3. Reviews the effectiveness of the City's record-keeping practices, records management and public disclosure systems and proposes recommendations and solutions for improvement.
4. Serves as document management system administrator. Configures permissions, testing, and provides user support. Works with ITSD to control access to records systems data and provides support of records systems through the ITSD Help Desk.

5. Collaborates with ITSD to implement complex workflow processes, document loadings, and scan queues. Develops and documents workflow processes to create efficiency in the operation of record systems.
6. Provides training and guidance to City staff on managing public records. Provides initial training for new users, training on new processes or group training on use-specific functionality. Develops user procedures, guidelines, and documentation.
7. Develops and implements Citywide records management policies. Conducts research and remains informed on emerging trends in records and information management. Develops and recommends policies and procedures. Ensures compliance with applicable laws and regulations, including retention schedules and other related requirements.
8. Audits and evaluates records systems to determine condition, needs, compliance, technical changes, and progress toward records management goals. Works with departments to design new or modified systems.

ADDITIONAL WORK PERFORMED:

1. In the absence of the Deputy City Clerk, serves as the backup Public Records Officer and assists with document management responsibilities.
2. Provides support and guidance to the Records and Public Disclosure Coordinator.
3. Serves as backup to other division staff as assigned.
4. Performs other related work of a similar nature or level.

PERFORMANCE REQUIREMENTS (Knowledge, Skills and Abilities):**Knowledge of:**

- Complex systems project management including planning, scheduling, monitoring, and problem solving.
- Municipal records policies, procedures, and operating guidelines.
- Operation and configuration of records software systems in a municipal setting.
- General broad understanding of the records procedures of municipal government.
- Relevant City, County, state and federal laws and regulations.
- Research methods, data collection and sampling techniques, and statistical analysis.

Skill in:

- Strong computer skills, including workflow, approvals, and controls for enterprise records systems
- Testing and configuring complex records systems consistent with business needs of the City.
- Understanding and interpreting records system requirements from both business and technical perspective

- Communicating business issues and goals with employees at all levels of the organization
- Excellent oral and written communications skills.
- Demonstrated skill and experience in initiating and leading system and process changes.
- Management of projects within time and records constraints that exist within the City governmental environment.

Ability to:

- Configure, change, and test records systems and related systems based on business needs of the City.
- Recommend business configurations based on knowledge of records systems and City goals, to employees at all levels of the organization.
- Diagnose and resolve systems analysis problems, evaluate alternatives and make sound independent decisions within established guidelines.
- Demonstrate professional courtesy and good judgment in communications with other employees and external agencies.
- Collect, compile, analyze, and interpret complex information and data.
- Prepare, write and present analytical reports and systems analysis to diverse groups.
- Create and provide presentations to a wide array of audiences.
- Work independently with little direction.
- Maintain the absolute confidentiality of sensitive files, data, and materials accessed, discussed or observed while working with City staff.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Maintain consistent and punctual attendance.
- Physical ability to perform the essential functions of the job, including:
 - Frequently communicate accurate information and ideas with others;
 - Frequently operate a computer and other office equipment, such as a keyboard, mouse and phone;
 - Occasional travel between work sites;
 - Occasionally transport objects weighing up to 50 pounds.

WORKING ENVIRONMENT:

Work is performed in a combination of office environment and records storage rooms. Employee is subjected to dusty conditions. Frequently visits other City offices, records storage areas, and occasional travel to State Archives Regional Center.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Associate's degree in systems administration, records management and information systems, public or business administration or related field.
- Four years of progressively responsible experience utilizing and supporting records systems in a complex enterprise setting, preferably in a municipal environment.
- Two years of experience supporting computer systems including experience in systems implementation.
- ARMA or AIIM certification preferred.

- Experience utilizing Hyland OnBase system preferred.
- Knowledge of the Public Records Act or Public Records Officer certificate preferred.
- Knowledge of E-Discovery tools preferred.
- Ability to complete OnBase Administration Certification within 12 months of hire.

OR

- An equivalent combination of education and experience sufficient to provide the applicant with the skills, knowledge, and ability to successfully perform the essential functions of the job will be considered. Necessary knowledge, skills and abilities would include a thorough knowledge of municipal records processes and data.

NECESSARY SPECIAL REQUIREMENT:

- Employment contingent upon passing a criminal convictions check, local background check, and fingerprinting. Subject to re-check every five years.
- Complete and maintain the Criminal Justice Information Services (CJIS) Security Awareness Certification within three months of hire.
- Failure to obtain the required certification within established time limits will result in termination of employment.
- Agreement to and signature of a Privileged Access Confidentiality Agreement.

PREPARED BY:

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1/25

REVIEWED BY: _____

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