



## Job Description Form

### Our Purpose

To provide safe, customer-focused, integrated and efficient transport services.

<b>Position Title</b> Senior Information Services Officer	<b>Level</b> 3	<b>Position Number</b> 35184
<b>Division/Directorate</b> Information Management and Operational Systems	<b>Branch/Section</b> Corporate Information	
<b>Effective Date</b> February 2023		<b>Health Task Risk Assessment Category</b> 5

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### Reporting relationships

Superordinate: Information Services Manager, Level 6

Subordinates: No Direct Reports

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### Key role of this position

Responsible for undertaking complex information and records management services; including the identification and resolution of issues and undertaking quality assurance checks and providing advice and training to internal stakeholders. Reviews and applies information management tools such as Data Entry Conventions, Business Classification Scheme and Retention and Disposal Schedules for use across for the Public Transport Authority (PTA).

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### Core duties and responsibilities

#### Customer Service and Stakeholder Engagement

- Processes more complex information management queries.
- Monitors, allocates, processes and follows up on items in the Information Services email inbox and IT ServiceNow ticketing system to ensure requests are actioned in a timely manner.
- Consults with internal stakeholders to ensure classification reflects purpose of file.
- Persuades and assists stakeholders in reorganising their records management to align with best practice and disposal requirements.
- Promotes and provides training on records and information management.
- Assists internal and external customers in locating information resources.
- Contributes to and maintains the team's intranet pages to ensure internal customers have access to accurate and current information.

#### Records Management

- Oversees the digitisation of incoming documents and back-capture projects.
- Undertakes more complex file classification and indexing duties in a timely and efficient manner, based on Keyword AAA, in accordance with approved disposal authorities, following established and best practice naming conventions.

- Assists the Information Services and Disposal Coordinator carry out the disposal program, applies sentences to files in accordance with authorised retention and disposal authorities and undertakes the disposal process as required.
- Assists the Information Services and Disposal Coordinator deliver training to Information Services staff in the use of information management tools such Data Entry Conventions, Business Classification Scheme and Retention and Disposal Schedules.
- Assists in the preparation, maintenance and review of training content.

#### **Quality and Compliance**

- Monitors the integrity and accuracy of information entered into the EDRMS by undertaking quality assurance reviews and applying fixes to the information and metadata.
- Ensures Information Services staff are advised, trained and mentored when required to facilitate rectification of errors or to promote professional development.
- Ensures tools used for quality and compliance checks are current and updated as required.
- Assists the Information Services and Disposal Coordinator in maintaining data entry and titling protocols.
- Assists the Information Services Manager maintain the Business Classification Scheme and Thesaurus by providing feedback from quality assurance checks and applying fixes as directed.
- Ensures compliance with legislative requirements and records management standards by writing, reviewing and adhering to work instructions, guidelines and intranet sites.
- Assists in updating and ensures accurate publishing of the Information Asset Register.

#### **Other**

- Modifies and creates scanner software settings and undertakes relevant testing as required.
- Maintain key performance indicators and present them in reporting format.
- Assists the Information Services and Disposal Coordinator process submissions of publications in line with legal and procedural requirements.
- Participates in and contributes to team meetings.
- Undertakes other duties as required.

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### **SELECTION CRITERIA**

#### **1. Core Competencies**

- Substantial experience in records/information management practices, specifically in complex classification, indexing and disposal of records.
- Substantial knowledge of relevant legislation in relation to records retention and disposal processes.
- Demonstrated data entry accuracy.

#### **2. Communication and Interpersonal**

- Demonstrated verbal, written and interpersonal skills to liaise with stakeholders at all levels, particularly in providing assistance, training and feedback.
- Demonstrated written skills, such as writing procedures, work instructions, guidelines, notices and intranet content.

#### **3. Conceptual, Analytical and Problem Solving**

- Well developed skills in analysing and resolving complex problems and issues.
- Demonstrated attention to detail and identification of errors.

#### **4. Organisation**

- Demonstrated good planning and organisational skills including well developed prioritisation skills.
- Demonstrated ability to manage small operational projects.

#### **5. Computer Literacy**

- Demonstrated experience in the use of an Electronic Document and Records Management System (EDRMS).
- Demonstrated intermediate to advanced computer technical skills with the ability to update webpages and scanning software settings, and test these items when required.
- Demonstrated computer skills with the ability to use word processing, spreadsheets and email applications, including the use of office equipment.

## 6. Special Requirements

- Satisfactory completion of required medical examinations to verify physical fitness to perform the duties of the position.
- Provision of a current National Police Clearance certificate, dated 3 months or less from the date of application for the position.
- Duties will include moderate manual handling for example lifting records boxes of up to 16kgs.

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## Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

### Managing Director / Executive Director / General Manager

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Signature

.....  
Date

### Employee

I have read and accept the responsibilities of the Job Description Form.

The position's duties are to be performed in accordance with the PTA's Code of Conduct and the PTA's Values.

.....  
Signature

.....  
Date