

Position Title:	Document and Knowledge Management Specialist
Department:	Information Technology and Information Management
Duration:	Permanent
Reports to:	Manager of Information Management
Location:	480 University Avenue
Posting Date:	March 5, 2010
Closing Date:	March 19, 2010

Organization Summary:

The Ontario Agency for Health Protection and Promotion (OAHPP) is an arm's-length government agency dedicated to protecting and promoting the health of all Ontarians and reducing inequities in health. As a hub organization, OAHPP links public health practitioners, front-line health workers and researchers to the best scientific intelligence and knowledge from around the world.

OAHPP provides expert scientific and technical support relating to infection prevention and control; surveillance and epidemiology; health promotion, chronic disease and injury prevention; environmental and occupational health; health emergency preparedness; and public health laboratory services to support health providers, the public health system and partner ministries in making informed decisions and taking informed action to improve the health and security of Ontarians. For more information about OAHPP, visit www.oahpp.ca.

Position Summary:

The Document and Knowledge Management Specialist is responsible for supporting the Agency's document management system which stores and organizes electronic information in a logical way to promote its easy access and sharing by staff.

Reporting Relationship

The position reports to the Manager of Information Management and works closely with the Knowledge Exchange and Communications group

Key Responsibilities:

- Liaises with Information Technology and Information Management staff and OAHPP end-users to collect and define corporate document information requirements; creates and maintains a consistent operational architecture for knowledge encoding, retention, retrieval and use; develops and maintains a function-based file classification plan for SharePoint for the purpose of organizing and managing information and knowledge;

- Identifies new and existing bodies of information and knowledge requirements for the Agency and develops the standards for data attributes and taxonomy application guidelines/strategies in order to classify content thereby creating a system for organizing knowledge and information; develops and implements a capacity to store and manipulate that data in a manner that can be accessed by Agency users;
- Develops and implements plans for search capabilities ensuring the ease of access by OAHPP and external end-users through various access points such as: intranets, extranets, information portals, document repositories and content management systems; sustains collaborative partnerships with all corporate departments and front-line staff to determine their information access needs to facilitate the ease of retrieval of stored information; brings together individuals on projects to promote the exchange of information; monitors and evaluates data access and usage throughout the Agency;
- Creates, implements and maintains all plans, policies/procedures for standardizing records management throughout OAHPP, based on the organization's business goals for information use; ensures that all data management policies and structures are in compliance with applicable legislation (Privacy), OPS Directives regarding electronic records storage, security, longevity and archiving; manages and protects the proprietary rights of all materials produced in-house;
- Develops and delivers interactive training sessions, workshops or individual consultations for all staff regarding the corporate file plan system and retention schedules; produces document management user guides and other reference materials related to taxonomy and metatags; evaluates the success of the training sessions; promotes a corporate culture based on proactive collaboration, information sharing and learning;
- Participates in other department activities, keeps apprised of the latest and developments in information management at academic and other institutions; takes on other duties and responsibilities, as required.

Knowledge and Skills:

- Excellent knowledge of cataloguing and archiving techniques for electronic information, of document management methods and technologies, as well as of knowledge management and knowledge exchange for diverse end-user groups;
- In-depth knowledge of content organization, particularly with taxonomy, indexing, metadata, controlled vocabularies and classification, with experience in applying theory into practical situations;
- Excellent interpersonal, leadership and team building skills in order to interact well with Agency staff, maintain effective linkages with all levels of contacts; proven ability to work as a collaborative team member to interact and understand the information needs of administrative, technical and scientific/medical staff;
- Proficient with information storage and retrieval technologies (such as: SharePoint, OpenText Livelink and eDocs, MOSS or EMC Documentation), as well as with various computer systems and software programs including: database management, word processing, spreadsheet and presentation applications, (MS Office);
- Strong analytical, problem solving and design skills to translate the needs of end-users in terms of information accessibility and provide solutions to meet their needs;
- Ability to facilitate groups, deliver formal learning/training sessions and presentations using adult learning techniques within a variety of settings for professional staff;
- Strong oral communication skills with an ability to communicate technical concepts to non-technical audiences;

- Highly organized, with an ability to determine priorities and plan activities while performing a variety of different responsibilities with conflicting deadlines, particularly to determine the importance and urgency of issues and to respond effectively to fluctuating work load demands in a fast paced environment;
- Strong written communication and editorial skills in order to prepare briefing notes, reports, letters, presentations, educational sessions and a wide variety of other materials, as well as to present ideas in business friendly and user friendly language.

Education and Experience

- Degree or diploma in a relevant discipline, Certification in Document Management or related topics, (e.g. Taxonomy, Metadata, Imaging) with at least 5 years of experience in the document, records, information or knowledge management field.

Your cover letter and resume must clearly indicate how you meet the qualifications and competencies. Apply to this position through our Careers' page at careers@oahpp.ca quoting position DKM-01. For more information about the Agency visit our website at www.oahpp.ca

Thank you for your interest in this position, however, only qualified candidates will be contacted for an interview. Please continue to view our website or sign up for our RSS feed for new career opportunities with the ***Ontario Agency for Health Protection and Promotion***.