

IT PROJECT AND RECORDS MANAGEMENT COORDINATOR

CLASS DESCRIPTION

General Responsibilities:

This is professional project management work leading or supporting complex automated management information systems for the City with an enterprise-wide focus. The work involves leading IT projects through budgeting, planning, implementation, and supporting documentation. This position also oversees the City's records management program. This work requires considerable judgment, discretion, and expertise to successfully implement, manage, and evaluate IT projects and initiatives at the agency level and is characterized by significant technical or project leadership that may include organizing and motivating a project team. Employee will work under general supervision of the Information Technology Director, and operate with considerable independence in meeting established objectives.

Examples of Duties and Responsibilities:

Manage projects involving enterprise-wide information systems. Perform research, gather costing information, vendor quotes and recommend hardware and software based on current or new City technology standards. Gather business needs and requirements and help turn those goals into concrete projects and detailed proposals.

Oversee third-party software implementations. Identify and evaluate products, define requirements, participate in RFP process and contract negotiations, create project plans, and facilitate the management of projects. Maintain effective and professional relationships with vendors and their technical support personnel. Coordinate and implement security best practices and standards with vendors and IT staff in compliance with regulatory requirements and auditors.

Develop full-scale project plans and associated communications documents. Proactively manage project-related issues, with particular emphasis on those that may affect the scope, schedule, and/or budget and devise contingency plans. Develop implementation timeline in cooperation with customer and affected parties.

Ensure quality assurance and testing is performed. Identify and resolve issues and conflicts within project teams.

Develop and produce system documentation, instructional and procedural manuals. Provide education to department staff and customers by way of in-person discussions and written documentation.

Delegate tasks and responsibilities to appropriate personnel. Ensure adherence to best practices and City policies and procedures.

Manage the Records Management program for the City of Madison. Ensure compliance with public records laws, MGO 3.70 and APM 3-6. Recommend updates to the ordinance and

APM as needed. Assess and resolve individual or systemic issues related to the City's Records Management and eDiscovery program policies and processes.

Oversee the program transformation of agency records management processes to sustainable electronic management processes and policies. Ensure compliance with Wisconsin Department of Administration Chapter ADM 12 requirements regarding electronic records storage.

Manage the City of Madison General Records Retention Schedule. Assist City agencies with determining appropriate retention/dispositions for records and process Record Disposition Authorization requests through the Public Records Board (PRB). Manage the annual/semi-annual destruction/transfer cycle for physical records for all agencies. Provide records-related expertise to all technology acquisitions. Liaison with the Public Records Board, State Record Center, and Wisconsin Historical Society.

Provide leadership to the City's Records Custodians and Coordinators. Determine training needs of the City's Records Custodians and Coordinators and provide needed resources.

Develop public records request policies and procedures in cooperation with the City Attorney's Office. Manage eDiscovery and public records requests for email for City agencies. Act as Records Custodian for Information Technology.

Train and stay current on industry standard technologies as needed. Attend team meetings.

Maintain records, prepare status reports, and document communications. Develop and deliver progress reports, proposals, requirements documentation, and presentations.

Oversee continuity-of-operations plans related to City data and records. Support the continuity of City technology operations in the event of a disaster. Develop and maintain plans for the restoration of the City's physical records in the event of disaster or damage.

Include racial equity and social justice considerations in projects and initiatives.

QUALIFICATIONS

Training and Experience:

Generally, positions in this classification will require:

Four years of professional records management and data collection, business and office administration and computer software experience. Such experience would normally be gained following possession of a Bachelor's degree in business administration, public administration or related field. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of these positions will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

Knowledge, Skills and Abilities:

Thorough knowledge of accepted principles, theories, and best practices of records management and data collection for manual and automated systems. Thorough knowledge of business administration principles and procedures. Thorough knowledge of office practices and procedures. Thorough knowledge of and ability to use computer software applicable to the duties of the position. Working knowledge of Open Records Law in governmental settings. Working knowledge of project management principles and practices. Knowledge of project management concepts and practices. Knowledge of ITIL® best practices and strategies. Knowledge of public records management and e-Discovery methods, policies, and legal requirements. Ability to interpret and apply codes and policies governing records retention. Ability to advise departmental representatives on individual and systematic records management issues. Ability to independently implement a comprehensive administrative program or function. Ability to assist in the resolution of operational problems. Ability to develop and implement operating procedures. Ability to compose and write analysis, reports, and correspondence. Ability to present information effectively to individuals and groups. Ability to develop and deliver trainings incorporating principles of adult learning. Ability to maintain confidentiality with access to sensitive information and correspondence. Ability to develop and maintain effective working relationships with external governmental agencies and to promote City-wide participation in the program. Ability to exercise judgment and initiative with limited supervision. Ability to work effectively with multi-cultural populations. Ability to problem solve, apply logic, and perform process identification and critical thinking. Ability to implement third-party software purchases from evaluation to production. Ability to determine customer needs and define the scope of projects. Ability to plan for system scalability, growth, and budget requirements. Ability to communicate and work effectively with users, department staff, vendors, and consultants. Ability to develop realistic estimates, establish realistic schedules and meet deadlines on a consistent basis. Ability to work independently, manage multiple projects on an ongoing basis. Ability to plan and prioritize work assignments. Ability to facilitate projects, recommend change and communicate methods. Ability to work with both users and project team members to resolve problems in a timely and effective manner. Ability to effectively participate in team efforts to improve/develop departmental programs and services. Ability to communicate effectively in writing and orally. Ability to work well under pressure. Ability to maintain adequate attendance.

Necessary Special Qualifications:

Ability to meet the transportation needs of the position.

Certification as a Certified Records Analyst (CRA) or Certified Records Manager (CRM) is preferred but not required.

Physical Requirements:

Work is generally performed in an office environment, using standard office equipment, such as a computer, telephone, copier, etc. However, the employee will be expected to travel to various City facilities and to off-site meetings, and must have the ability to attend meetings outside of regular business hours.

Department/Division	Comp. Group	Range
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Information Technology	18	10
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Approved: _____
Erin Hillson
Human Resources Director

Date