

**CLASS TITLE: SENIOR DOCUMENT MANAGEMENT SPECIALIST**

**Class Code: 02428602**

**Pay Grade: 31A**

**EO: B**

**CLASS DEFINITION:**

**GENERAL STATEMENT OF DUTIES:** To assist with the administration and maintenance of an integrated, department-wide electronic document management system (EDMS) that allows a department to capture, store, retrieve, share, and destroy hard-copy and electronic records and documents; to perform highly responsible work in a department's records management program; to assist with the oversight of the non-digitized records management and archival activities of a department; to take a lead role in digitizing and importing a variety of documents into the department's EDMS; to conduct needs assessments to identify document management requirements of the department's end users; and to do related work as required.

**SUPERVISION RECEIVED:** Works under the general supervision of a unit superior from whom work assignments are received, work is reviewed usually upon completion for conformance to directions and instructions.

**SUPERVISION EXERCISED:** As assigned, supervises and reviews the work of subordinate professional and/or technical staff.

**ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:**

To assist with the administration and maintenance of an integrated, department-wide electronic document management system (EDMS) program that allows a department to capture, store, retrieve, share, and destroy electronic records and documents.

To perform highly responsible work in a department's records management program.

To assist with the oversight of the non-digitized records management and archival activities of a department.

To take a lead role in digitizing and importing a variety of documents into the department's EDMS.

To conduct needs assessments to identify document management requirements of the department's end users.

To perform highly responsible work in the administration of the EDMS including system configuration, assignment of access rights and revision control to ensure security of system and integrity of master documents.

To manage the identification and classification of documents or other electronic content according to characteristics such as security level, function, and metadata which adhere to established legal, regulatory and state policies and approved record retention schedules.

To ensure the inventory, retention and disposition of the department's non-digitized records is maintained in accordance with all applicable State Archives policies and procedures.

In making records available, to observe any rights, limitations, or restrictions imposed by law or policy to the use of records and to take the necessary precautionary measures to assure their return and preservation.

To operate a wide variety of equipment, including data capture technology, to import digitized documents into the department's EDMS, and to serve as a skilled resource by assisting staff to perform related data capture functions.

To oversee the development of document content classification taxonomies to facilitate information capture, search, and retrieval.

To develop electronic document management program policies, procedures and user documentation to facilitate efficient, legal, and secure access to electronic documents, and to ensure proper template usage and formatting occurs department-wide.

To write, format and edit documents, including standard operating procedures, specifications, forms, and policies that support the department's record-keeping operations to ensure compliance with appropriate laws, rules, regulations, guidelines and quality standards.

To make and review recommendations for the more adequate protection of records from the hazards of fire or deterioration at the department's facilities.

To engage in regular communication with other department staff and the State Archives Division, Public

Records Administration staff and State records center vendors.

To implement and to routinely utilize electronic document processing, retrieval, and distribution systems in collaboration with information technology specialists and staff.

To oversee, administer, and participate in conducting periodic quality reviews and records management audits of document storage and archives to ensure documents are easily retrievable, readable and recommend corrective measures as necessary.

To provide training and support as needed and/or requested.  
To do related work as required.

## **REQUIRED QUALIFICATIONS FOR APPOINTMENT:**

**KNOWLEDGE, SKILLS, AND CAPACITIES:** A thorough knowledge of the methods and techniques used in maintaining a department-wide document management program involving the identification, classification and appraisal of official records for the purpose of recommending their retention or destruction, or transfer to a records center; an advanced ability to operate a variety of equipment, including data capture technology, to import and maintain digitized records in the EDMS; the ability to develop and administer a department's electronic document management infrastructure; the ability to supervise and review the work of assigned staff; the ability to provide clear and helpful training and support; the ability to make recommendations for improved methods of indexing and filing of records; the ability to make examinations and evaluations of records and to prepare written report thereon; the ability to monitor system performance to ensure system integrity, availability and functionality, construct ad-hoc queries and stored procedures and produce custom reports upon request; the ability to maintain confidentiality; an ability to interact diplomatically with colleagues from other functional areas; the ability to communicate effectively; the ability to maintain physical archive information locations through filing, scanning and documenting movement to and from archives and maintain controlled access to archive storage; and related capacities and abilities.

## **EDUCATION AND EXPERIENCE:**

**Education:** Possession of a bachelor's degree from a college of recognized standing in Computer Science, Information Technology, Library and Information Science, Archival Management, Operational Research or a closely related field; and

**Experience:** A minimum of five (5) years of employment in a responsible position involving the performance of complex technical work in the control of the retention, maintenance, preservation and disposition of documents and records and /or with an entity's content management system, imaging processes, and metadata searches.

**SPECIAL REQUIREMENT:** At the time of appointment and continually thereafter, must be physically qualified to perform the duties of this position as evidenced by a physician's certificate.

Class Created: May 29, 2016

Class Revised: August 18, 2019