

## Classification Description (Series Matrix)

February 23, 2016

*The classification description indicates the general nature and level of work of positions grouped within a classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. See job description for specific position information.*

<b>Classification:</b>	Records and Information Analyst 1 and 2
<b>Employee Group:</b>	AFSCME 3580
<b>Pay Range(s):</b>	1 = 14N; 2 = 16E
<b>Job Code(s):</b>	1 = 0041; 2 = 0056
<b>Exemption Status:</b>	1 = Non-Exempt; 2 = Exempt - Administrative
<b>EEO Category:</b>	1 = Administrative; 2 = Professional

### DESCRIPTION

Implements existing records and information management (RIM) policies, procedures and best practices in assigned area of Metro; innovates to achieve continuous improvement; supports all aspects of Records and Information Management program operations, goals and objectives.

### DISTINGUISHING CHARACTERISTICS

	Records and Information Analyst 1	Records and Information Analyst 2
<b>Positions</b>	<ul style="list-style-type: none"> <li>Performs a variety of records and information management duties.</li> <li>Provides basic and semi-complex records and retention assistance ensuring compliance with established policies and procedures.</li> </ul>	<ul style="list-style-type: none"> <li>Serves as an agency-wide records and information management resource.</li> <li>Consults and advises on records retention, compliance, and preservation.</li> <li>Interprets state and federal statutes, administrative</li> </ul>

	<ul style="list-style-type: none"> <li>Assists with records storage and system administration; monitors records storage areas and storage requirements.</li> </ul>	<p>rules, regulations and best practices related to the management of public records, and is involved in the development and implementation of relevant agency-wide policies, procedures and guidelines.</p> <ul style="list-style-type: none"> <li>Develops and delivers RIM training to staff, supporting the goal of agency-wide procedural and substantive compliance.</li> <li>Leads or participates in special projects related to RIM.</li> </ul>
<b>Complexity</b>	Advises and consults on basic to semi-complex issues following established policies and procedures.	Responds to the more complex issues, such as major department records storage issues, public records requests, and researching, drafting and implementing policies and procedures.
<b>Decision-making/ Independent Judgment</b>	Follows established policies and procedures.	Responsible for researching, drafting and implementing policies and procedures and providing consulting assistance and advice for non-routine issues.
<b>Impact</b>	Significant consequences with compliance issues, including sanctions and loss of public trust.	Same as level 1.
<b>Planning/ Objectives</b>	NA	NA
<b>Budget/Financial</b>	NA	NA
<b>Leadership/ Supervision</b>	None. May provide guidance and coaching to new or less experienced employees.	Same as level 1.
<b>Reporting Structure</b>	Reports to Records Officer/Archivist.	Same as level 1.
<b>Relationships/ Contacts</b>	Employees work both independently and in a group environment; primary contacts are within the department, but may extend to designated departments throughout Metro.	Employees work both independently and in a group environment. Liaise with designated departments throughout Metro as well as with external stakeholders and professional groups and members of the public.
<b>Education/ Licensing/ Certification</b>	Bachelor's degree or any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and	Bachelor's degree or any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and

	responsibilities. Aligned with the Records and Information Management Core Competencies for level 1 practitioner as developed by ARMA International.	responsibilities. <i>Preferred:</i> Certification or advanced course work in records and information management, archives management and/or library science. Aligned with the Records and Information Management Core Competencies for level 2 practitioner as developed by ARMA International.
<b>Knowledge, Skills and Abilities</b>	<p>Aligned with the Records and Information Management Core Competencies for level 1 practitioner as developed by ARMA International.</p> <p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Basic knowledge of records and information management (RIM) concepts, standards and best practices</li> <li>• Basic knowledge of applicable laws, rules and regulations governing RIM</li> <li>• Record retention schedule principles and practices</li> <li>• Procedures and processes related to lifecycle management of records and information</li> <li>• Accepted classification structures and taxonomies</li> <li>• Digital preservation concepts and best practices</li> <li>• Disaster response and recovery concepts, procedures and techniques</li> <li>• RIM security principles and practices</li> <li>• RIM technologies, along with enterprise hardware and software used by the agency</li> <li>• Training methodologies and techniques</li> <li>• Research principles and strategies</li> </ul> <p><b>Skills and Abilities:</b></p> <ul style="list-style-type: none"> <li>• Conduct records inventories and make decisions about records creation, capture, control, storage and disposition according to RIM program procedures</li> </ul>	<p>Aligned with the Records and Information Management Core Competencies for level 2 practitioner as developed by ARMA International.</p> <p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Advanced knowledge of records and information management (RIM) concepts, standards and best practices</li> <li>• Advanced knowledge of applicable laws, rules and regulations governing records and information management</li> <li>• Procedures and processes related to lifecycle management of records and information</li> <li>• Industry trends and requirements, and the implications of emerging technologies on RIM</li> <li>• Theory and practice of file classification schemes, file plans, taxonomy structures techniques, and search principles and strategies</li> <li>• Record retention schedule principles and practices</li> <li>• Digital preservation policy, procedures and techniques</li> <li>• Disaster response and recovery policy, procedures and techniques</li> <li>• Security and privacy issues, policies and procedures impacting RIM</li> <li>• Auditing processes related to RIM</li> <li>• RIM technologies, along with enterprise hardware</li> </ul>

	<ul style="list-style-type: none"> <li>• Identify, compile, sort, organize, and record appropriate data</li> <li>• Assess, analyze, and correct data in line with RIM program best practices and requirements</li> <li>• Identify and provide input related to RIM business process improvements, compliance and risk</li> <li>• Effectively provide training and make presentations</li> <li>• Explain/demonstrate the value of the RIM program to stakeholders</li> <li>• Communicate effectively, both verbally and in writing</li> <li>• Provide quality customer service</li> <li>• Apply federal, state, local laws, regulations, and agency policies and procedures for applicable field</li> <li>• Use discretion with confidential and sensitive matters</li> <li>• Lift, carry, push and pull boxes weighing 35-50 pounds</li> <li>• Fulfill Metro’s employee values of Public Service, Excellence, Teamwork, Respect, Innovation, and Sustainability</li> <li>• Work in a safe manner and follow Metro safety policies, practices, and procedures</li> <li>• Perform all essential duties of the position</li> </ul>	<p>and software used by the agency</p> <ul style="list-style-type: none"> <li>• Training methodologies and techniques</li> <li>• Research principles and strategies</li> </ul> <p><b>Skills and Abilities:</b></p> <ul style="list-style-type: none"> <li>• Apply business process analysis to make decisions about records creation, capture, control, storage and disposition</li> <li>• Make recommendations to management regarding business process improvements related to RIM</li> <li>• Identify and develop risk mitigation techniques and strategies</li> <li>• Organize, analyze and interpret information and conduct assigned projects</li> <li>• Explain/demonstrate the value of the RIM program</li> <li>• Effectively design and deliver training and presentations</li> <li>• Communicate effectively, both verbally and in writing</li> <li>• Provide quality customer service</li> <li>• Apply federal, state, local laws, regulations, and agency policies and procedures for applicable field</li> <li>• Use discretion with confidential and sensitive matters</li> <li>• Lift, carry, push and pull boxes weighing 35-50 pounds</li> <li>• Fulfill Metro’s employee values of Public Service, Excellence, Teamwork, Respect, Innovation, and Sustainability</li> <li>• Work in a safe manner and follow Metro safety policies, practices, and procedures</li> </ul>
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<b>Experience</b>	Two years of relevant experience or experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities. Aligned with the Records and Information Management Core Competencies for level 1 practitioner as developed by ARMA International.	Four years of relevant experience or experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities. Aligned with the Records and Information Management Core Competencies for level 2 practitioner as developed by ARMA International.
<b>Work Environment/ Tools-Equipment</b>	Job is typically performed in a normal office environment while sitting at a desk. Requires the ability to lift, carry, push and pull boxes weighing 35-50 pounds. All standard office equipment; computer software including TRIM, MS based work processing and spreadsheets.	Same as level 1, but may also include some local travel to off-site locations.

**ESTABLISHED**

Level 1 created February, 2016

**REVIEWED and/or REVISED**

Level 2 revised 2007; 2013; 2016