MAJOR FUNCTION
This is responsible professional and technical work focused on providing support and training to end-users on the use of the City of Tallahassee's document management system and imaging resources in a client/server environment. Work is performed under the general supervision of the Records Administrator. Work is reviewed through observation, adherence to established work criteria, and for achievement of desired results.

ESSENTIAL AND OTHER IMPORTANT DUTIES

Essential Duties
Provides end-user training for supported record management systems and scanning resources. Creates and maintains training materials including tutorial videos or other electronic formats to increase end-users' familiarization and proficiency with supported information technology systems. Develops and maintains a taxonomy of stored records, maintains an indexing manual to establish data entry requirements to enable cross-referencing of record content with other information technology systems. Conducts audits of record management system data to ensure compliance with current policies, established data entry procedures, and industry best practices. Takes action to correct incorrect data and develop safeguards to prevent future errors. Maintains end-user security lists; grants, amends, or revokes end-users' access to software systems in compliance with agency policies and procedures. Performs periodic audits of system security. Ensures all confidential or exempt records information according to federal or state law are secured and identified appropriately. Assists end users with their questions and concerns with procedures and City policies for records management. Performs related work as required.

Other Important Duties
Keeps abreast of current news, information, manufacturers' notifications of defects and/or announcements relevant to supported systems, and keeps informed and abreast of major trends and developments in the information technology field. Serves as back-up to Records Administrator as needed for the records management system. Assists in the analysis of new records series and configures new document types. Performs related work as required.

DESIRABLE QUALIFICATIONS

Knowledge, Abilities and Skills
Knowledge of computer networks and designs, Microsoft Active Directory, and management of security groups and end-user permissions. Basic knowledge of Microsoft operating systems (Windows 7 and higher), and basic knowledge of popular Internet browser applications. Knowledge of server-level Microsoft operating systems (Windows Server 2012 and higher). Considerable knowledge of rules, regulations, policies, ordinances, procedures and laws involved in the administration of assigned functions. Knowledge of federal and state laws pertaining to records management and exempted records. Ability to create high-quality tutorial videos and other electronic and written training materials. Excellent listening and communications skills, both verbal and written. Ability to communicate and interact in a one-on-one or small group setting with non-technical staff in a manner conducive of learning and to provide technical support and to achieve training goals. Strong customer service and relationship-building skills to form positive relationships with end-users and build collaborative relationships with IT peers. Analytical and problem-solving skills. Ability to conduct independent research. Ability to resolve first-echelon support requests, and assist in the

resolution of requests for service requiring the assistance of higher-echelon support personnel. Ability to maintain records and prepare necessary reports. Ability to establish and maintain effective working relationships as necessitated by the work.

Minimum Training and Experience
Possession of a bachelor's degree and one year of experience with document management software, maintaining electronic databases, or technical or functional computer experience; or an equivalent combination of training and experience. A bachelor's degree in computer science, information management technology, management information systems, geographic information systems or a related field will substitute for the year of the above required experience.

Necessary Special Requirement
Must possess a valid Class E State driver's license at the time of appointment.

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