CIVILIAN JOB DESCRIPTION

POSITION INFORMATION

Position Title: Director – IT, DEMS, Records, FOI	Number of Positions: 1
Location: Headquarters Thunder Bay	Senior Members Association

PURPOSE:

Reporting to the Deputy Chief of Police, the Director of Information Technology (IT), Digital Evidence Management System (DEMS), Records Management and Freedom of Information (FOI) is responsible for providing strategic leadership, operational oversight and management, and continuous development of the organization's IT systems and infrastructure.

This includes overseeing the implementation and operation of DEMS, supporting both the operational and administrative needs of the police service. The role also encompasses the administration of access to information and protection of privacy, and ensures the accuracy of Records Management documents, providing clarification, guidance, and operational solutions to end users of NICHE RMS as well as many other specialized NICHE RMS duties in order to meet operational and legislated requirements.

KEY RESPONSIBILITIES:

Oversees the service's **Information Technology's (IT)** department which includes, but is not limited to, the following:

- o Ensures that technology systems are secure, reliable, and aligned with policing standards, legislative requirements, and community safety objectives.
- o Develops and executes the Service's IT strategy aligned with operational goals.
- o Manages IT department staff including recruitment, supervision, scheduling, development, performance management and disciplinary actions.
- o Oversees the design, implementation and maintenance of the Service's technology infrastructure including networks, systems, software and security.
- o Ensures IT operations are efficient and aligned with best practices for data integrity, security, disaster recovery and business continuity.
- o Manages IT budgets, vendor relationships, procurement and contracts.
- o Establishes IT policies, procedures and standards to support strategic objectives.
- o Ensure compliance with regulatory requirements and industry standards (i.e. DGPR, HIPAA, PCI-DSS).
- o Evaluates and recommends new technologies and tools to improve performance and productivity.
- o Leads IT projects including software deployments, cloud migrations and infrastructure upgrades.
- o Serves as a member of the senior leadership team contributing expertise on technology planning and investments.
- o Prepares reports for executive leadership and committees. Provides advice to senior leadership on emerging trends, risks and opportunities in Information Technology.

Oversees the service's **Digital Evidence Management System (DEMS)** unit which includes, but is not limited to, the following:

- o Ensures the secure collection, storage, access, and integrity of digital evidence, including video, images, documents, and metadata, across all organizational units.
- o Oversees DEMS software platforms, compliance with legal and regulatory frameworks, vendor management and integration with other justice and public safety systems.
- o Manages digital evidence intake, retention, redaction, access and control.
- o Oversees integrations with CAD, RMS, BWC, CCTV and judicial platforms.
- o Manages relationships with software vendors, cloud service providers and law enforcement technology partners. Oversees RFPs, contract negotiations and service agreements.

- o Develops and manages departmental budgets for technology acquisition, licensing, and staffing. Develops and executes the long-term roadmap for DEMS, aligned with organizational goals and public safety mandates.
- o Prepares reports for executive leadership and committees. Provides advice to senior leadership on emerging trends, risks, and opportunities in digital evidence technologies.
- o Oversees the required technical multimedia digital evidence, Provincial Communications Centre (PCC) audio, operational video, Computer Assisted Dispatch (CAD) data, mobile workstation data and Global Positioning System (GPS) data, as operationally required in accordance with outlined unit policies and procedures.
- o Manages operational technical support, administers advice and guidance to DEMS Administrators, by providing orientation and in-service training, monitoring progress, mentoring and resolve escalating operational work problems. Provides direction to DEMS Administrators by clarifying DEMS related issues, tracking timelines, advising on digital evident management operations, responding to equipment problems.
- o Provides supervisory technical guidance and support to DEMS Administrators, including orientation, training, guidance and direction, checking work, monitoring progress and mentoring.
- o Manages the activity and volume of work to meet operational needs. Manages administrative tasks, ensuring databases, manuals and other resource materials are kept up to date. Ensures support in the diagnostics of equipment failures and malfunctions, performing troubleshooting with the service providers.

Oversees the service's **Records Management Analyst** department which includes, but is not limited to, the following:

- o Maintains NICHE RMS administration - NICHE RMS Domain Administrator- including creating and maintaining platoon/unit structures within the RMS, determining and maintaining employee roles/access and assignment of access level in accordance with job functions of end users, maintains OPP Communication Centre staff access. Creates, maintains and grants access to Access Control Lists (ACL'S) for highly sensitive data and maintains sensitive data within NICHE RMS. Creates highly sensitive "Special Projects" domains for specialized and intelligence units.
- o Provides business process knowledge as it relates to the NICHE RMS application and provides assistance to technical staff that are responsible for the ongoing operation of system hardware and software.
- o Assesses NAPS operational needs and provides advice in relation to RMS upgrades and provides input into other RMS related technology solutions that NAPS may consider.
- o Develops and implements NICHE RMS data quality reports and conducts audits as necessary to ensure compliance and data quality.
- o Participates in the development and implementation of policies and procedures relating to Records Management, (CPIC) and (OSOR).
- o Provides NICHE RMS training to NAPS personnel including updates on system changes and enhancements. Provides training on CPIC and PIP as required. Develops RMS manuals, reference material, and other documentation designed to assist end users with common problems, or provides them with references and guidance on specific RMS functionality.
- o Provides statistical reports and analysis as required/applicable.
- o Meets reporting requirements of Canadian Centre for Justice Statistics.
- o Acts as Compliance Administrator for MTO Inquiry Services System (ISS).
- o Ensures the communication, implementation and compliance of external agencies such as RCMP and OPP PKI policies are in place for CPIC, PIP, PKI, DRA and MTO.
- o Liaises with outside agencies to ensure compliance with by-laws, audits, error reports and provides recommendations for corrective action.
- o Acts as a police service point of contact for OPP E.A.T.S. (Enterprise Attachment Transfer Service) for CVDS recordings. Retrieves all police service requested audio captured at the P.C.C. during the course of initial and subsequent contact with callers, as well as the radio communications between Officers and Dispatchers from the OPP secure file sharing site and distributes internally as appropriate.

Oversees the service's **Freedom of Information** department which includes, but is not limited to, the following:

- o Ensures lawful, consistent and timely responses to FOI requests, manages privacy breaches, leads privacy impact assessments and fosters a culture of transparency and privacy compliance across the organization.
- o Oversees the intake, processing and response to Freedom of Information requests in compliance with the Freedom of Information and Protection of Privacy Act (FIPPA), RSO 1990.
- o Ensures the proper search, review, redaction and release of police records in accordance with legislative requirements and policing standards.
- o Conducts and documents Privacy Impact Assessments (PIAs) for new or changing programs, technologies, and data sharing initiatives.
- o Liaises with internal units to retrieve responsive records while safeguarding sensitive law enforcement information.
- o Represents the police service in appeals and hearings.
- o Prepares and submits annual FOI statistical reports to executive management. Prepares reports for executive leadership and committees. Provides advice to senior leadership on emerging trends and risks relating to FOI.
- o Provides recommendations and training to mitigate privacy risks and improve privacy practices.
- o Develops, implements and updates internal FOI and privacy policies and procedures
- o Collaborates with Legal Services, Records, IT and senior leadership to ensure service wide compliance.
- o Liaises with municipal partners, legal counsel, technology vendors and other law enforcement agencies on information governance matters.

Education and Certification Requirements:

- Bachelors' Degree or Post-Graduate Certificate in equivalent fields.

- Minimum of ten years' experience in related fields, five of which in a supervisory or senior-level role, consulting role.
- Must be able to pass a background security investigation.

COMPENSABLE FACTORS

KNOWLEDGE:
- Knowledge of standards and best practices in records management.
- Vendor and contractor management, including tendering, contracts, and service-level agreements.
- Procurement processes, inventory control, and cost management.
- Knowledge of records management software, work order systems, and digital record-keeping.
- Preventative maintenance practices and asset lifecycle management.
- Knowledge of occupational health and safety legislation.
- Knowledge of relevant sections of legislation, including but not limited to, the Community Safety and Policing Act (CSPA), Freedom of Information and Protection of Privacy Act (FIPPA), Rules of Civil Procedure, Police Orders, and any and all other Acts of policies relating to the disclosure of confidential information.
- Relevant computer software applications to accurately retrieve a high volume of confidential police occurrence information, (i.e. NICHE RMS system, audio and video processing/redaction software).
- Records management practices for both hard copy and computerized records to ensure organized, up-to-date records that allow for retrieval of information to meet management needs.
- Composition, spelling and grammar to accurately prepare emails, presentations, manuals and any and all other required documentation.
- Mentoring techniques to support staff and provide technical guidance and address issues they may have.

INTERPERSONAL AND COMMUNICATION SKILLS:

- Oral communication and interpersonal skills to provide technical guidance, job orientation, training, mentoring, and liaising with supervisor/managers and other agencies when required.

- Exercises sensitivity, tact and diplomacy when dealing with materials and cases of confidential and/or a delicate nature.

- Interpersonal and oral communication skills to obtain and clarify the request for information and to work in a team environment.

- Written communication skills in order to prepare reports, update resource materials and make recommendations, proof reading material to ensure accuracy in grammar, spelling and punctuation.

- Demonstrated listening skills and attention to detail to accurately locate and extract digital evidence for disclosure as required by relevant legislation/policy

- Ability to build and maintain positive working relationships with sworn and civilian staff, external contractors, and community partners.

- Strong verbal and written communication skills for preparing reports, documenting issues, and explaining technical matters clearly.

- Skilled in managing expectations, diffusing conflict, and providing excellent internal customer service.

PROBLEM SOLVING/COMPLEXITY:

- Problem solving to recognize errors, to identify performance gaps and to check and verify files for accuracy and to follow up and correct where appropriate.

- Analytical skills to implement operational strategies to resolve equipment failures/malfunctions and software problems by troubleshooting or, in the case of complex or serious problems, obtaining assistance from technical resources.

- Reasoning skills to prioritize activity/work within the departments.

- Ability to resolve logistical issues and challenges, such as bringing together multiple stakeholders for focus group sessions and coordinating development and implementation of projects as they arise such as, but not limited to, the CJIM (Criminal Justice Information Management), SCOPE (Scheduling Crown Operations Electronically), and E-Telewarrant projects.

- Analytical skills to review data and statistics, to identify factors that may impact negatively on the operation, and to report such findings to command. Verifies that documents and files are complete and correct; obtains missing or corrects information, if necessary, by following up with officers.

- Resourceful in addressing unforeseen issues with minimal disruption to police operations.

JUDGEMENT AND DISCRETION:

- Position works in accordance with established internal policies and procedures. Files are audited for accuracy, completeness, and adherence to procedures.
- Plans and prioritizes daily work with consideration of established deadlines. Decisions involve the adjustment of schedule and reassignment of staff and division of work through the delegation of tasks.
- Ability to make sound decisions while balancing operational needs, safety standards, and budget considerations.
- Exercise a high degree of confidentiality and discretion when handling sensitive information or working within secure areas.
- Awareness of when to escalate issues to management versus when to apply independent decision-making.
- Position works under minimal supervision in performing multimedia extraction duties, with freedom to work through problems independently and refers matters not covered by established procedures to executive leadership.
- Position exercises tact and discretion when following up and discussing sensitive and confidential materials with officers and other program personnel.

RESPONSIBILITY FOR THE WORK OF OTHER EMPLOYEES:

- The IT Coordinator, IT Technicians, DEMS Coordinator, DEMS Administrators, Records Management Analyst and Office Administrators.
- This position is responsible for overseeing certain tasks performed by office administrators, including reviewing Freedom of Information (FOI) requests and handling complex matters.
- Motivates and encourages others to achieve personal excellence, and to have an enthusiastic and optimistic demeanor.
- Ensures that all employees are working in a safe manner in keeping with the service of Occupational Health and Safety Policy.

PHYSICAL AND SENSORY DEMANDS:

Physical Demands

- Physical dexterity while operating a computer terminal, including headset, on daily basis, necessitating sitting for extended periods of time, but with the freedom to move around as required.

Sensory Demands

- Prolonged periods of computer use and report writing requiring visual and auditory concentration.
- Ability to remain alert and responsive in environments with multiple simultaneous demands.
- Visual strain associated with viewing a computer screen for long periods of time while preparing documents and keying information as well as proofreading documents for accuracy.
- Visual demands when reading information from computer screen while listening to audio, when viewing videos and utilizing redaction software to process and review requests.
- Auditory attentiveness is required when listening to PCC audio and responding to inquiries.
- Increased level of concentration is required when listening to PCC audio to ensure accuracy of retrieval.
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WORKING CONDITIONS:

- This position primarily operates in a standard office environment with exposure to material with disturbing text and images related to homicides, suspicious deaths, deaths of children under the age of 5, attempted murders, missing persons (where foul play is suspected or cannot be ruled out), extradition proceedings, coroner's inquests, judicial inquiries and any other major criminal investigations within NAPS jurisdiction and other external Police Agencies upon request.

- Standard business hours. Overtime and some travel may be required for emergencies or occasional operational assignments throughout the province, requiring travel within remote northern communities, travelling by all modes of transportation including, small aircraft, helicopter, boat, train, ice roads, etc.