Job Description

Job Title:	Manager, Documents & Digital Archives
Department:	Plant Operations
Reports To:	Director, Business Operations
Jobs Reporting:	Drafting Technician Document Clerk
Salary Grade:	USG 12
Effective Date:	August 2021

Primary Purpose

Reporting to the Director, Business Services, the Manager, Documents & Digital Archives is responsible for the development, implementation, and daily operation of a state of the art technologically sophisticated searchable system for Plant Operations documentation (both electronic and hard copies). The materials stored include drawings, manuals, agreements, contracts, and other documents required either by law or for operational support of the entire UW campus.

University of Waterloo infrastructure comprises of over eight million square feet of space served by a large Class A Central Plant feeding a sophisticated district energy system connecting over eighty major academic buildings supporting state of the art teaching and ground-breaking research.

Responsibilities will align with the Plant Operations goal of contributing towards providing a safe and accessible, invitingly clean and comfortable, functionally-enriched and well-maintained campus environment through service excellence.

Key Accountabilities

Department Long-Term Planning

- Supports the department's strategic planning efforts addressing stewardship responsibilities and long-term sustainability of the University's campus, facilities and infrastructure and maximizing opportunities for efficient delivery of campus services and optimal investments in University-wide infrastructure.
- Leads the departmental initiatives in data management changes and improvements responding to changes in regulatory requirements and technological possibilities.

Document Management System

- Directs the development and implementation of a technologically sophisticated searchable database for technical drawings, photos, legal and technical documents.
- Oversees the upkeep and maintenance of digital database supporting all construction, renovation, and maintenance projects.
- Manages the development and maintenance of UW records management system to support daily operation as well as urgent/emergency requests.
- Liaises with University Safety Office to ensure accurate representation of Designated Substances Records.
- Supports the maintenance of Environmental Activity Sector Registry (EASR) compliance for noise and air pollution.

- Oversees the acceptance, review, and incorporation of project documents (drawings, specifications, warranties, manuals, etc.) into the UW Document Management System.
- Creates clear procedure to provide reliable, accurate, and timely retrieval of all centrally stored Plant Operations documents.
- Manages UW infrastructure information through the Document Management System and its access by other departments outside of Plant Operations (e.g. Space Office, Information Systems & Technology group, Sustainability Office).
- Oversees the work of Document Clerk, Drafting Technician, and various students.

Geographical Information System (GIS) & Utilities Mapping

- Manages the development and maintenance of UW's GIS database to allow a large quantity of information to be mapped, modeled, queried, and analyzed according to location.
- Coordinates activities required to accurately capture linear assets owned by the University.
- Oversees the work of external surveyors, consultants, contractors in the development of campus utilities locates, campus surveys, and tunnels maps.
- Works closely with others in the Plant Operations department maintaining the Asset Management Database and other internal infrastructure systems.

Overall Departmental Information Management

- Manages internal documents and digital records to support data/information need of all organizational units within Plant Operations.
- Develops processes for assigned unit to ensure that data storage and retrieval processes comply with UW Policy 46 and good industry practices.
- Coordinates with Information Systems & Technology for ensure safe and secure storage of all digital information and databases.
- Trains Plant Ops staff to accurately and efficiently store, update, and retrieve information.
- Provides guidance to staff to ensure that data, drawings, files, etc. are not released without approval and sound justification.
- Facilitates information retrieval by campus designers, technologists, maintenance personnel, external consultants, project managers, professors, and, if justified, to students/academics working on class/research projects.
- Provides reports to the Director of Business Services in response to institutional queries.
- Reviews processes and staff work to ensure that all legal documents and agreements are safely stored and easy to retrieve (service, contracts, lease agreements, compliance reports, etc.).

Health & Safety

- In consideration of the University's commitment to the safety and well-being of all faculty, support staff, students, and visitors, and ensures University facilities and departmental activities are compliant with all applicable legislation, regulations, codes and standards related to facilities operations as well as occupational health and environmental safety.
- Actively involved in in health and safety and incident prevention, establishes, adheres to and ensures assigned support staff are following departmental policies, procedures and safe work practices required by the University health, safety, and environmental management system (HSEMS), and in accordance with relevant health and safety legislation, developing and enhancing a safety culture among support staff.
- Maintains a safe work environment in the division, and helps to facilitate safety for all assigned staff as appropriate.

Staff Management

- Provides leadership, support, guidance, and professional development to assigned staff.

- Conducts Annual Performance Appraisals with direct reports and ensures adherence to annual performance planning and review process within the department.
  Fosters responsiveness, collegiality, continuous improvement, and a high level of customer service throughout the entire Facilities/Plant Operations group.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- University degree in information, data, or records management or related field (computer science).

Experience

- 8-10 years of progressive experience leading the development and operation of information/data/records management system
- Demonstrated experience with the development, deployment, and maintenance of a software solution
- Proven experience managing large large digital projects supporting diverse client needs and challenging priorities
- Demonstrated experience managing staff supporting a wide range of users and clients
  Practical experience in facilities management

Knowledge/Skills/Abilities

- Excellent written & oral communication skills, customer service, and teamwork.
- Strong leadership qualities to effectively achieve the mission of the University.
- Ability to work independently with exceptional attention to detail and strong work ethic.
- Ability to exercise prudent judgement, make decisions, and maintain high level of confidentiality.
- Experience developing, utilizing, programming, managing computer-based information and archival system is essential.
- High level of proficiency with various MS office applications is essential.
- Knowledge of industry standards, provincial and federal legislation, and regulations pertaining to the maintenance and secure destruction of records is an asset.
- Experience with CADD and GIS is an asset.

Nature and Scope

- **Contacts:** This position interacts with a wide variety of internal and external people at all levels of responsibility (e.g. IST, Library, UW Privacy Officer, Vice-President, Administration & Finance). Must maintain excellent relationships with all **Level of Responsibility:** Develops and maintains repository of documentation for all Plant Ops managed infrastructure for UW. Failure to efficient manage data and provide the information required will delay projects, negatively impact costs/budgets/bids, jeopardize departmental ability to report to various government and regulatory bodies.
- **Decision-Making Authority:** Manages large amount of information, analyze, and prioritize. Provides information to consultants and contractors prior to work on any maintenance, renovation or new construction projects.
- **Physical and Sensory Demands**: Attention to detail ability to focus and prioritize, distractions.
- **Working Environment:** Office based with occasional site visits; requires a combination of sitting, standing and walking.