

Jurisdiction: City of Ithaca
Jurisdictional Class: Competitive
Adopted: 03/13/03
Revised: 07/17/03, 04/06/05, 02/22/17, 10/06/21

INFORMATION MANAGEMENT SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: Information Management Specialists perform a diverse variety of tasks related to the functions of the City Clerk's Office/Department of Public Information and Technology. The Information Management Specialist is responsible for maintaining office coverage on a daily basis, in a team setting that includes phone and customer service related tasks. In addition, the Information Management Specialist is responsible for processing and managing official records of the City of Ithaca including posting information to the City website and electronic document management system. The Information Management Specialist also issues a variety of licenses and permits, in accordance with State and local laws and regulations. The Information Management Specialist serves as an information resource for both internal and external customers seeking information regarding City records, functions, and activities. The Information Management Specialist may be required to provide staff support to City boards and committees including attending meetings and taking minutes. The Information Management Specialist provides support to the IT staff in a variety of ways including purchasing, billing, and facilitating end user requests for support. The work is performed under the general supervision of the City Clerk, in accordance with established laws, practices and procedures. Does related work as required.

TYPICAL WORK ACTIVITIES:

Processes and maintains official City records, such as minutes, agendas, ordinances, local laws, contract files, claims against the City, affidavits of publication, FOIL requests, liquor license applications, etc. in both written format and through electronic media;

Prepares and distributes minutes and agendas for various governmental boards, commissions and agencies, and posts them to the City website and electronic document management system;

Issues a variety of licenses, including marriage licenses and transcripts, domestic partnership certificates, dog licenses, and racing and wagering licenses; collects fees, and prepares monthly financial reports to NYS agencies;

Issues a variety of permits, including accessible parking permits, residential parking permits, permits for the use of City parks and other City property, food trucks, going out of business permits, auctioneer permits, second hand dealer permits, etc.;

Provides information regarding City records, functions and activities in person, by mail, by email and over the phone to City staff, community residents and elected officials;

Coordinates records management projects with City departments, focused on preserving archival records, identifying and organizing inactive records, destroying obsolete records, and converting paper records to digital images;

Researches City records for information requests from City staff, community residents and elected officials;

Prepares adopted local laws and ordinances for publication and codification; updates and distributes City codebooks;

Performs notary public services;

Provides clerical support for elected officials;

Prepares annual City Roster of boards and committees; maintains a master file of Mayoral appointments;

Administers oaths of office;

Provides support to the Information Technology staff including the purchasing of equipment, processing payments for software and equipment renewals, processing bills for multiple phone and technology providers;

Assists the Information Technology staff with end user support in the form of information sharing and training.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Good knowledge of the current laws, practices and procedures governing the preparation, maintenance, management and distribution of official public records, including through electronic and digital media; good knowledge of office terminology, procedures and equipment; good knowledge of the structure and organization of local government; good knowledge of the New York State Records Retention and Freedom of Information Laws; working knowledge of research methods and techniques; strong organizational, interpersonal, written and verbal communication skills; ability to read and understand complex oral and written directions; ability to establish and maintain effective working relationships with others; ability to deal effectively with the public; ability to plan, assign and supervise the work of interns and temporary employees; ability to handle confidential material; ability to work independently; ability to handle multiple tasks and meet deadlines; ability to successfully work with and serve a diverse local community; a high degree of accuracy; good attention to detail; initiative and resourcefulness; tact and courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Graduation from a NYS registered or regionally accredited college with a Bachelor's Degree in Records or Information Management, Public or Business Administration, Communications, Information Technology, Office Administration, Office Management, Library Science or a related field; or
- B. Graduation from a NYS registered or regionally accredited college with an Associate's Degree in Records or Information Management, Public or Business Administration, Communications, Information Technology, Office Administration, Office Management, Library Science or a related field and two (2) years of full-time paid experience, or its part-time or volunteer equivalent, working in a government or business environment and performing duties related to records management, information management, public information or the issuance of permits or licenses; or
- C. Graduation from high school or possession of a high school equivalency diploma and four (4) years of full-time paid experience, or its part-time or volunteer equivalent, working in a government or business environment and performing duties related to records management, information management, public information or the issuance of permits or licenses; or
- D. An equivalent combination of training and experience as defined by the limits of (A), (B) and (C) above.

SPECIAL REQUIREMENT: Candidates must obtain a Notary Public license within one year of appointment and must maintain said license for the duration of employment.