



Competency Profile for Information Management – Technician

ADAPTABILITY

Adapting in order to work effectively in ambiguous or changing situations, and with diverse individuals and groups

Level 2: Adapts to situations.

- Changes own behaviour or approach to suit the situation.
- Adjusts rules or procedures, based on the situation, while remaining guided by the organization's values.
- Adapts behaviour to perform effectively under changing or unclear conditions.

CLIENT FOCUS

Providing service excellence to internal and/or external clients, addressing immediate and evolving client needs

Level 1: Responds to immediate client needs.

- Responds to client needs in a timely, professional, helpful and courteous manner.
- Shows clients that their perspectives are valued.
- Strives to meet service standards in all circumstances.

EXEMPLIFYING INTEGRITY

Treating others fairly, honestly and respectfully, furthering the integrity of the organization and its relationships of trust within the work environment and in the broader community

Level 1: Acts in fair and ethical manner toward others.

- Treats everyone equally with fairness, honesty and respect all the time.
- Refrains from behaviour or language that is exclusionary or offensive.
- Focuses on organizational success rather than personal gain.
- Follows through consistently on promises and commitments made to others.
- Presents facts and circumstances transparently, no matter how difficult the facts may be.
- Guards confidential and sensitive information, passing it on only to those that need to know.
- Maintains ethical principles even in the most challenging circumstances.

INFORMATION AND KNOWLEDGE RESOURCE MANAGEMENT

Understanding and applying procedures to select, acquire, organize, describe, retrieve, maintain and disseminate information and knowledge resources of all types, media and format

Level 3: Demonstrates intermediate knowledge and ability, and applies the competency, with minimal or no guidance, in the full range of typical situations. Requires guidance to handle novel or more complex situations.

- Applies appropriate methods and practices to manage the full cycle of information and knowledge resource management from creation or acquisition to disposal.
- Applies appropriate policies and procedures when managing data, information and knowledge resources.
- Provides access to the best available externally published and internally created information and knowledge resources.
- Demonstrates an understanding of the content and format of information and knowledge resources, including the ability to select, analyze, describe and disseminate.
- Disseminates content throughout the organization using a suite of information and knowledge resource access tools.
- Monitors the information marketplace and evaluates resources of potential value to recommend acquisitions or purchases as needed.

QUALITY FOCUS

Implementing procedures and standards to ensure high-quality results, and taking action to identify or manage quality issues, as appropriate

Level 2: Consistently meets quality standards set by the organization.

- Answers basic questions related to policies and procedures for quality assurance set by the organization.
- Exemplifies quality standards set by the organization.
- Seeks opportunities to improve how work is done, raising the quality of the output.

ATTENTION TO DETAIL

Working in a conscientious, consistent and thorough manner to ensure accuracy and the quality of work products and services delivered

Level 2: Recognizes less obvious information.

- Verifies assumptions and information before accepting them.
- Seeks out others to check or review own work.
- Reviews all relevant information or aspects of a situation before taking action or making a decision.

INITIATIVE

Dealing with situations and issues proactively and persistently, seizing opportunities that arise

Level 2: Addresses current issues.

- Acts on issues in own area of responsibility instead of waiting or hoping the problem will solve itself.
- Tries various approaches and solutions to resolve a problem.
- Persists when significant difficulties arise.

TEAMWORK

Working collaboratively with others to achieve organizational goals

Level 1: Collaborates with others.

- Deals honestly and fairly with others, showing consideration and respect for individual differences.
- Does own fair share of the work.
- Seeks assistance from other team members, as needed.
- Assists other team members.
- Shares all relevant information with others.

ANALYTICAL THINKING

Analyzing and synthesizing information to understand issues, identify options and support sound decision-making

Level 2: Identifies critical relationships in information.

- Identifies critical connections and patterns in information and data.
- Draws logical conclusions based on an in-depth analysis of information.
- Recognizes causes and consequences of actions and events that are not readily apparent.
- Anticipates obstacles in considering next steps.