

Job Description – Content Management Specialist

Title: Content Management Specialist

Immediate Supervisor: Director of Technology Services

Description

The Content Management Specialist's role is to perform production activities for supporting in-house document retention policies and procedures. This includes preparing documents for scanning, operating scanning equipment, and assuring the quality control of County images and files. The Content Management Specialist is also responsible for diagnosing, repairing, maintaining, and upgrading all scanning hardware and software, while ensuring its optimal performance.

Responsibilities

Strategy & Planning

- Ensure that scanned documents and their manner of storage are in compliance with applicable document retention laws and regulations.
- Assist with the planning of records management, imaging practices, and document retention strategies.
- Assist with strategies for determining electronic document lifecycle and disposal.
- Support development and implementation of imaging policies within the context of the County's overall technology plans.

Acquisition & Deployment

- Write technical specifications for purchase of scanning hardware and other imaging equipment.
- When appropriate, make recommendations based on research in support of procurement efforts.

Operational Management

- Receive, organize, and prioritize departmental documentation for scanning and related production activities.
- Ensure that image quality of scanned documents is appropriate and conform to County standards.
- Classify scanned documentation by type through data entry and field form indexing according to established County procedures and practices.
- Assist with development of file retrieval protocols.
- Install, configure, test, maintain, monitor, and troubleshoot scanning hardware and associated devices and software.
- Where necessary, provide end-user training and support for document imaging and scanning hardware and software.
- Maintain awareness and knowledge of developments within the document imaging industry.
- Develop and maintain an inventory of all scanners and other peripheral equipment.
- Recommend, schedule, and perform scanning equipment improvements, upgrades, and repairs.
- Support the documentation of workflow and functional requirements for new and existing imaging systems.

Position Requirements

Knowledge & Experience

- Hands-on hardware troubleshooting experience.
- Ability to operate tools, components, and peripheral accessories.

- Able to read and understand technical manuals, procedural documentation, and OEM guides.
- Ability to conduct research into scanning issues and products as required.
- Strong knowledge of applicable document retention and copyright laws.
- Effective written, oral, interpersonal, and relationship-building skills.
- Ability to present ideas in user-friendly language.
- High understanding of confidentiality and data privacy laws.
- Understanding of the organization's goals and objectives.
- Self motivated and directed.
- Keen attention to detail.
- Analytical and problem-solving abilities.
- Able to prioritize and execute tasks in a high-pressure environment.
- Experience working in a team-oriented, collaborative environment.
- Customer-service orientation.

Formal Education & Certification

- College diploma or university degree in the field of Technology and 2 years equivalent work experience with Imaging Systems, associate degree and 4 years equivalent work experience with Imaging Systems, or 8 years equivalent work experience with Imaging Systems

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