



## Competency Profile for Information Management – Technician

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### 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.