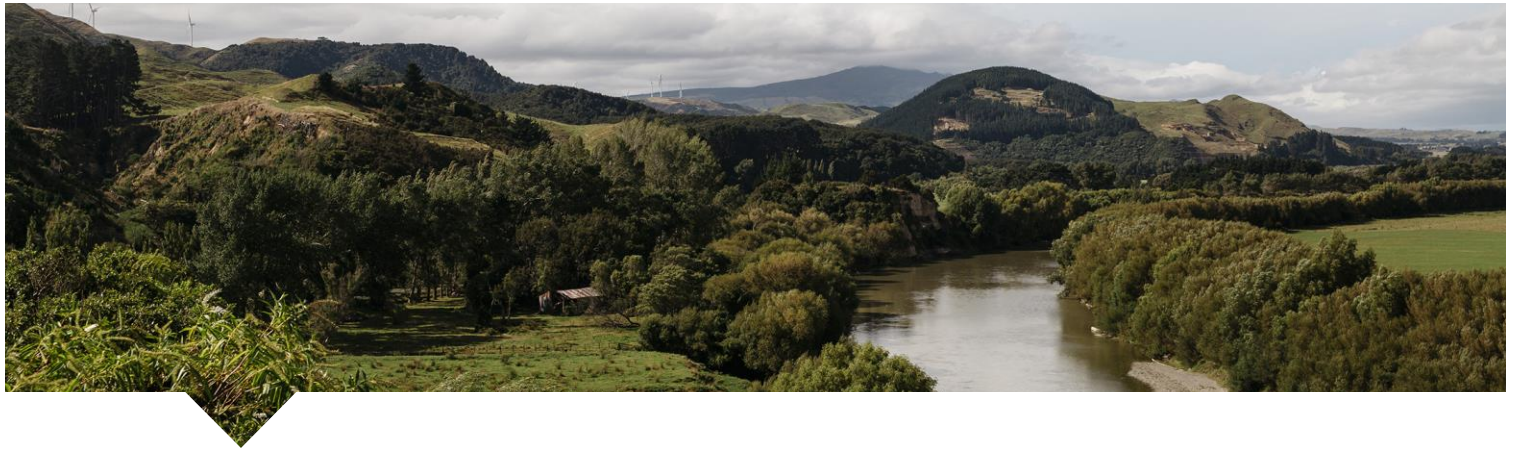




JOB DESCRIPTION

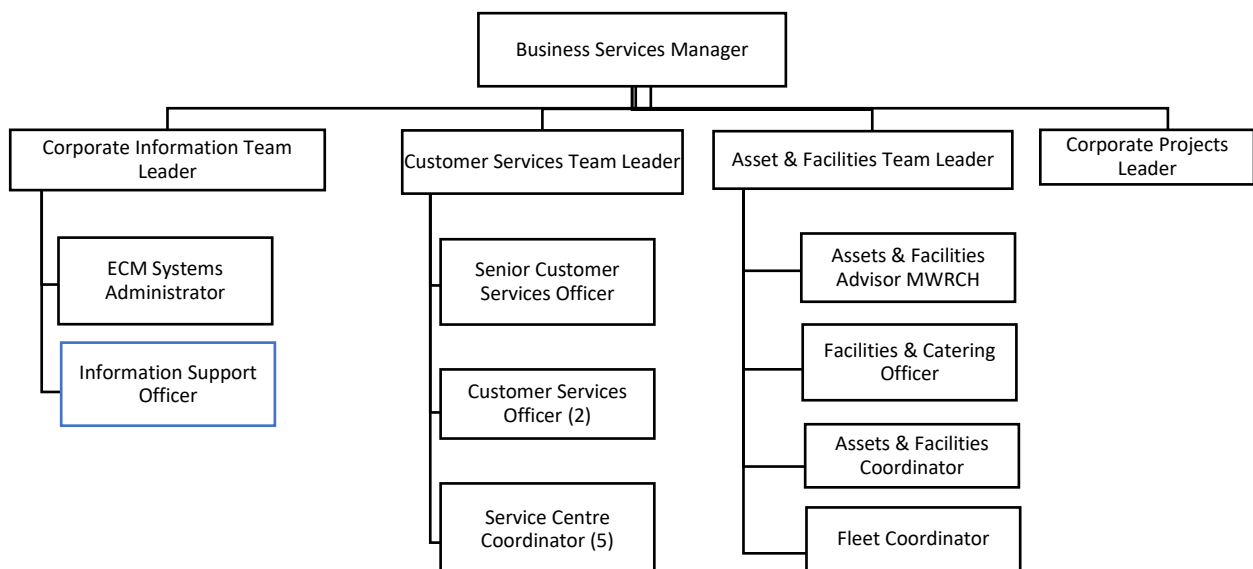
Job Title: Information Support Officer
Known as on remuneration table: Information Support Officer
Grade: 9
Work Unit: Business Services
Group: Corporate and Governance
Responsible to: Corporate Information Team Leader
Position purpose:

This role supports the ECM Administrators in delivering the organisation's ECM oversee the daily print room operations. It also supports the digitisation of paper-based records to facilitate the continuing transition to digital information management.

Salary: \$58,094 (85%) – \$68,346 (100%)

Date: July 2025

ORGANISATIONAL CONTEXT



FUNCTIONAL RELATIONSHIPS

EXTERNAL	INTERNAL
- Resource material suppliers - Vendors/Suppliers - External customers	- Business Services Manager - Corporate Information and Records Team - All Horizons Regional Council staff

KEY RESULT AREAS

JOB HOLDER IS ACCOUNTABLE FOR	JOB HOLDER IS SUCCESSFUL WHEN
Document Production	
- Process Horizons Regional Council documents including printing, collation, binding, trimming, and laminating documents as requested by customers - Quality check the progress of printing jobs to ensure excellent quality of documents produced - Provide advice and work collaboratively with internal and external graphic designers to prepare files for the print production process - Works collaboratively with others to enhance and/or develop documentation to a high standard - Provide advice and assistance for design layouts for brochures, handouts, booklets, leaflets, manuals and any re-runs - Programme printing instructions, layouts into all equipment located in the print room - Provide advice and work collaboratively with internal and external graphic designers to prepare files for the print production process - Ensure abatement letters and infringement notices are completed correctly, duplicated and filed as per legal requirements - Maintain exemplary level of confidentiality and privacy in all aspects of work - High degree of customer focus - Continuous improvement and innovation to increase sustainable capability within processes and delivery in line with Zero Waste - Ensure a high level of knowledge of digitisation, privacy and copyright requirements is maintained and communicated to the requesters of the service - Arrange required maintenance of Document Production Room equipment	- The documents are formatted and printed correctly and of a high quality with correct Council branding - All photocopying, collation, laminating and binding carried out to the required standards and within agreed timeframes. - Customers are kept informed of progress in a timely manner. - Document production methods are researched and modern technology is recommended and used as applicable. - Equipment in Document Production Room functions reliably and consistently - All printers/copiers are maintained and serviced to a high standard at Palmerston North. - Service Technicians are called if required for printing/copying machines including ordering of parts and updating configuration of the machines - Excellent customer service and communication is consistently provided in a timely manner - All requests for service, incidents, problems, changes and projects are recorded and carried out to a level that meets the needs of the stakeholders - Documentation is maintained to a level that meets the needs of the stakeholders and minimises the risk to Council - Work has been prioritised appropriately and deadlines are met

ECM System Support	
- Assist in the administration, configuration, and maintenance of ECM platforms (e.g., SharePoint). - Support users with ECM-related issues, providing tier-one troubleshooting. - Maintain metadata, templates, user permissions, and document workflows. - Participate in testing, system upgrades, and new ECM functionality rollouts.	- Issues are logged, tracked, and resolved or escalated promptly. - User access, permissions, and content structures are accurate and up to date. - ECM system changes and updates are implemented with minimal disruption. - End users experience consistent, responsive support and improved use of ECM tools. - Users feel supported and confident using HRC ECM. - Records are accurate, accessible, and compliant. - Requests and issues are resolved in a timely, professional manner.
Digitisation of Paper Records	
- Support the scanning, indexing, and secure disposal of paper records as part of a structured digitisation program. - Ensure that digital copies are stored in the correct locations with appropriate metadata and permissions. - Work with departments to prioritise records for digitisation based on business need, legal retention, or risk. - Maintain scanning equipment and software to ensure high-quality digital outputs.	- Paper records are digitised accurately, on time, and filed in accordance with ECM standards. - Digital files are easy to retrieve, correctly indexed, and comply with retention policies. - Clear tracking is maintained for digitised vs. physical records. - Physical records are securely handled and disposed of (if required) following policy.
User Training and Documentation	
- Help develop and deliver ECM training sessions and user guides. - Create clear documentation on digitisation and ECM best practices.	- Users are confident in retrieving and managing digitised documents. - Training and documentation are well-received, up-to-date, and support compliance.
Records Management Support	
- Assist with records classification and retention scheduling within the ECM. - Support information governance and document lifecycle processes	- Records are classified and managed in line with policies and legal obligations. - Digitised and born-digital records follow consistent lifecycle practices.
Print Room Operations Management	
- Manage daily printing, scanning, and copying services. - Ensure efficient operation of equipment and maintain necessary supplies. - Prioritise urgent or high-volume print requests across departments. - Produce Council documents (printing, collation, trimming, binding, laminating). - Ensure print jobs meet quality and branding standards.	- Print jobs are completed on time and meet expected quality standards. - The print room remains organised, stocked, and operational at all times. - User feedback reflects a high level of satisfaction with service delivery. - High-quality, correctly branded documents delivered on time. - Equipment is reliable and maintained.

• Provide layout/design advice and prepare files for production. • Maintain print equipment and liaise with service technicians as needed. • Support sustainability initiatives in document production. • This position may involve occasional local travel for drop-offs and pick-ups between our Palmerston North offices and a designated supplier	• Excellent customer service and sustainable practices are evident.
Coordination & Communication	
• Liaise with departments to understand ECM, digitisation, and print needs. • Communicate with IT, Records Management, and suppliers to coordinate support.	• Requests and priorities are clearly communicated and managed. • Project timelines (e.g., digitisation batches) are met with minimal disruption.
Monitoring & Reporting	
• Track digitisation progress, print room usage, and ECM support metrics. • Report on completed tasks, issues, and opportunities for improvement.	• Reports are accurate, timely, and help inform planning and resource allocation. • Progress toward digitisation targets is clear and measurable. • Data helps identify areas to streamline and improve workflows.
Corporate Contribution (Standard)	
• Maintain own professional development. • Undertake Performance Development tasks/responsibilities. • Undertake Health and Safety tasks/responsibilities. • Participate in emergency management training and activities as required. • Participate and contribute to corporate projects and inter-departmental initiatives as agreed. • Maintain Council plant and equipment. • Fulfil administration-reporting requirements (e.g. timesheets, vouchers, reporting).	• Appropriate training and development undertaken as agreed. • Corporate responsibilities are undertaken and completed accurately, meeting specified standards and within agreed timeframes. • Contribution to projects and corporate initiatives is effective and valued. • Administration requirements are completed timely and accurately.

PERSON SPECIFICATION

Knowledge/Experience

Essential:

- Experience in document/content management or administrative roles.
- Hands-on experience with scanning equipment and digitisation processes.
- Strong IT literacy, including file management and metadata tagging.
- Experience managing or supporting a print room or reprographics operation.
- Excellent attention to detail and organizational skills.
- An awareness of the legal context surrounding administration of public records, including the Public Records Act 2005, Privacy Act 2020 and Archives New Zealand Standard

Desirable:

- Familiarity with ECM platforms (e.g., OpenText, SharePoint).
- High level of computer literacy, including aptitude with M365 applications
- Understanding of information governance and document retention practices.
- Experience handling confidential records or regulated content.

PERSONAL ATTRIBUTES

- Excellent communication skills (verbal and written)
- Ability to relate to a wide range of people.
- Attention to detail
- Commitment to providing excellent customer service.
- High level of integrity and confidentiality.
- Always looking for better ways of doing things
- Able to work with minimal supervision
- Able to work under pressure
- Willingness to learn
- Positive approach

OTHER REQUIREMENTS

Be prepared to:

- Occasionally work outside of normal business hours.
- Occasional overnight stays away from home.
- Undertake activities, as directed, as part of Horizons Regional Council's response to flood events, environmental incidents and emergency response.
- Maintain a proactive approach to Health and Safety in relation to your responsibilities and ensure legislative responsibilities and codes of practice are complied with.

COMPETENCIES FOR PERFORMANCE DEVELOPMENT (Standard)

Customer Focus

- Commitment to meeting the needs of anyone they work for and with including colleagues.

Job Knowledge

- Have the knowledge and skills to perform the requirements of the position.

Communication

- Use written and verbal language and style appropriate to the audience and context.

Teamwork

- Work constructively with people as a team member to achieve a common goal.

Dependability and Commitment

- Reliable and dedicated to achieving results.

Continuous Improvement

- Adjusts to change and different perspectives, thinks proactively, pursues opportunities and take appropriate action.

Organising for Results

- Ensures work is completed effectively and within agreed deadlines.

Ngā uara o Ngā Pae | Horizons Values



Manaakitanga | We care for our places and make a positive difference

We care for our communities and the region's environments. We care for current and future generations.

He kura te tangata | We treasure our people

We look after each other, we uphold each other's mana; we use our different skills to support one another.

Mā rau ringa e tutuki ai | We succeed together

We strengthen our partnerships by collaborating with each other and our communities. We share information, knowledge and experiences because doing things together, works best. We listen to understand each other.

Kia Mau Ki Te Tokanga Nui a Noho

DECLARATION

This position description is prepared on the basis of existing and foreseen duties and responsibilities. As such it will not prejudice further specification and/or rearrangement at a later date. Also it will not prejudice a particular incumbent's ability to achieve personal development through a change (or partial change) in duties and/or position.

Approved: _____ (Manager)

Date: ____/____/____

Read and Understood: _____ (Incumbent)

Date: ____/____/____