



NIAGARA REGIONAL POLICE SERVICE

Civilian Career Opportunity

Position Title:	Records Management System (RMS) Analyst
Work Location:	On site at 5700 Valley Way, Niagara Falls
Association:	Niagara Regional Police Association
Position # applied for:	C26/2023
Posting Date:	May 4, 2023
Closing Date:	May 23, 2023

Position Summary:

Reporting to the Operations Systems Coordinator, the Records Management System (RMS) Analyst is responsible for system administration of the Versadex RMS system to Service members at all levels including assigning and maintaining security permissions, updating system tables, and making system configuration changes. This position provides guidance and maintenance for the RMS and all integrated applications. The RMS Analyst is also responsible for examining the operational needs and concerns of the Service as they pertain to the RMS. Conducts training and prepares documentation materials for new features and enhancements on the RMS and integrated applications.

Major Responsibilities:

- Analyse the RMS and integrated applications including reviewing new releases, features on builds, bugs/defects, and major upgrades.
- Provide tier two technical and operational support for various operational and specialty Units as well as address requests received through the Information Technology Service Management Application.
- Identify, analyze and trouble-shoot complex system issues by researching, investigating, and communicating with management and users.
- Liaise with Versaterm, OPP, RCMP, SOLGEN and MTO representatives as well as members from other agencies and Services to propose and evaluate changes to existing applications.
- As the System and Security Administrator of RMS, eJust, Intellibook, Intelliscreen, Coplogic, and Major Case Management, add and remove user accounts, modify, and change system options available to Service members and maintain system configurations and tables as required.
- Perform permission administration for members requiring systems access for MTO ISS, PowerCase, and CPIC maintenance access.
- Research new applications/technologies to identify efficiencies for the Service; provide testing and input on processes where required.
- Conduct regression testing of the RMS and all integrated applications during upgrades and patches.
- Deliver training and prepare documentation on new builds/enhancements, major releases, and patch updates on Versadex upgrades and new technologies; coordinate training programs and schedules for civilian and sworn members in collaboration with the Training Unit when necessary.
- Document process changes and liaise with members of the Front Desk, Records and Information Management, District Property, and Sworn members to ensure implementation of changes to the RMS and the integrated applications.
- Respond to queries, conduct research, compile data, and prepare complex administrative reports as requested.
- Participate in meetings with all levels within the Service as well as vendors and other Services and Agencies as required.
- Report emerging changes and/or issues to the Operations Systems Coordinator.
- Provide coverage for the Courts System Analyst as required.

- Other related duties as assigned.

Job Specifications:

- Minimum 3-year college diploma in Computer Science, Information Technology, Project Management, Criminology, or a related discipline, or an equivalent combination of education and experience.
- Minimum 1 year of relevant work experience (e.g., IT or Record Management System related experience).
- Strong computer proficiency: demonstrated analytical and creative problem-solving skills to troubleshoot and resolve technical issues.
- Excellent organization and time management skills with an ability to work under strict deadlines.
- Exceptional attention to detail and concentration; ability to multi-task in a fast-paced environment.
- Ability to work independently, as well as part of a team.
- Ability to design and implement effective hands-on training.
- Valid class 'G' driver's license.

This is a permanent full-time opportunity with the Service with an annual salary starting at \$79,106.22.

How to Apply:

Qualified applicants are invited to submit a resume and cover letter via

<https://niagarapolice.formbuilder.ca/Human-Resources/Civilian-Application-Form>

We thank all applicants in advance for their interest. Only those candidates selected to proceed in the process will be contacted.

The Niagara Regional Police Service is an equal opportunity employer which values diversity in the workplace. We will provide accommodations for a disability in employment activities, in accordance with the Ontario Human Rights Code and Accessibility for Ontarians with Disabilities Act. Please contact us at (905) 688-4111 Ext. 102-5129 or careers@niagarapolice.ca if you require any accommodation to ensure that you can participate fully and equally during the recruitment and selection process.