



**CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION
COURT ADMINISTRATION DIVISION**

JOB TITLE:	Digitization & Imaging Officer
JOB GRADE:	PIDG/RIM 2 - Band 4
DEPARTMENT/DIVISION:	Court Operations
BRANCH	Parish Courts/Family Courts/ Traffic Courts/Supreme Courts
REPORTS TO:	Records Coordinator
ACCOUNTABLE TO:	Records Coordinator
MANAGES:	N/A

This document is validated as an accurate and true description of the job as signified below:

Employee

Date

Manager/Supervisor

Date

Head of Department/Division

Date

Date Received in Human Resource Division

Date Created/Revised

1. STRATEGIC OBJECTIVES OF THE DIVISION

TBD

2. JOB PURPOSE

Under the supervision of the Records Coordinator, the Digitization & Imaging Officer will provide digitization, general records management and administrative support to discrete Court structure in the Judiciary's efforts to go paperless and digital.

3. KEY OUTPUTS

- Court records for digitization prepared
- Court records scanned, described and uploaded
- User requests actioned
- General records management and administrative duties performed
- Individual workplan developed

4. KEY RESPONSIBILITY AREAS

Technical/Professional Responsibilities

- Prepares records for digitization by separating a variety of court records, preparing paper documents for digitization - flattening, removing staples, ties, binding, and removing paperclips;
- Uses a range of professional capture devices, and associated software applications to produce high quality digital images of collection items, ensuring that technical specifications, service standards and business targets are met;
- Uses photographic and imaging software and associated workflow tools to facilitate image capture, quality assurance and ingestion of files into the Judiciary's digital asset repository;
- Pays attention to details by ensuring that documents are correctly typed, scanned and are properly filed and maintained with referencing information;
- Performs quality control to ensure documents are scanned correctly with clear images and entered into Judiciary's database and related justice management systems;
- Follows internal digitization protocols and other best practices for document and file security for both paper and digital documents;
- Follows safe handling procedures for original and aged court documents/records (collection material), including re-housing projects as directed to ensure collection safety, preservation and care;
- Contributes to increased awareness of the collection through participation in online content initiatives to widen access to the digitized collections;
- Fulfils internal user requests for digital assets from the Judiciary's collections;
- Provides general records management and administrative support to assigned Court structure as the need arise;

- Keeps up to date on the tools/applications and basic business skills that are expected of all employees to enable efficient functioning;
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Management/Administrative Responsibilities

- Participates in meetings, seminars, workshops and conferences as required;
- Prepares reports as required;
- Maintains customer service principles, standards and measurements.

Human Resources Responsibilities

- Contributes to and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and organization's goals;
- Assists with the preparation and conducts presentations on role of Division/Unit for the Orientation and Onboarding programme.

Other Responsibilities

- Performs all other duties and functions as may be required from time to time.

5. PERFORMANCE STANDARDS

- Court records for digitization prepared in accordance with the agreed guidelines and timeframes;
- Court records scanned, described and uploaded in accordance with the agreed guidelines and timeframes;
- User requests actioned in accordance with the agreed guidelines and timeframes;
- General records management and administrative duties performed in accordance with the agreed guidelines and timeframes;
- Individual workplan developed Confidentiality, integrity and professionalism displayed in the delivery of duties and interaction with staff.

6. AUTHORITY

- N/A.

7. INTERNAL AND EXTERNAL CONTACTS (specify purpose of significant contacts) **Internal Contacts**

Contact (Title)	Purpose of Communication
Court Operations Manager Records Coordinator	• Receive guidance and provide regular updates on key Digitization/Digital Records issues and priorities for Judiciaries.
Digitization & Imaging Services Section	• Provide advice and contribute to decision making; • Identify emerging issues/risks and their

Contact (Title)	Purpose of Communication
	implications, and propose solutions; • Develop and maintain effective working relationships relating to Digitization/Digital Records • Collaborate, exchange information, provide strategic advice, support and feedback
General Staff	• Develop and maintain effective relationships • Provide expert advice and exchange information

External Contacts

Contact (Title)	Purpose of Communication
Contractors, suppliers and providers of services	• Exchange of information.
General Public	• Collaborate on matters, exchange information, provide advice and seek feedback

8. REQUIRED COMPETENCIES

Core

- Excellent interpersonal and team management skills
- Excellent communication skills
- Strong analytical and problem-solving skills
- Strong leadership skills
- Strong customer relations skills
- Excellent planning and organizing skills
- Excellent judgment and decision-making skills
- Ability to influence and motivate others
- Proficiency in the use of relevant computer applications

Technical

- Knowledge of Computer hardware, software and data management;
- Ability to evaluate specific work situations and to decide appropriate action based upon decision-making principles and sound judgment;
- Effective in written communications (concise, to the point, well-organized, etc.), and oral communications (concise, articulate);
- Ability to anticipate/identify problems and propose solution alternatives;
- Ability to work independently and as a member of a team;
- Achieving accuracy and thoroughness in all aspects of work;

- Ability to use basic business tools/applications/processes (e.g. word processing, e-mail, keyboarding, basic information management conventions).

9. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Five (5) CSEC Subjects including English Language OR HEART NSTA NVQJ 1 in Records Management, Business Studies, ICT, Business Process Outsourcing or related field.

10. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Work will be conducted in an office outfitted with standard office equipment and specialized software. The environment is fast paced with on-going interactions with critical stakeholders and meeting tight deadlines which will result in high degrees of pressure, on occasions. However, there will be considerable physical activity, which may involve:
 - Heavy physical work; heavy lifting, pushing, or pulling required of objects up to 50 pounds.
 - Working in environments with some exposure to hazards or physical risks, which require following basic safety precautions.
 - Working in moderate exposure to unusual elements, such as extreme temperatures, dirt, dust, fumes, smoke, unpleasant odors, and/or loud noises.