

## Job Specification

<b>Job No</b>	MS008
<b>Sector</b>	Managed Services
<b>Job Title</b>	Documentum Technical Assistant
<b>Grade</b>	N/A
<b>Reporting To</b>	Information Centre Team Lead Onsite/SDM Offsite
<b>Permanent/Contract</b>	Perm
<b>Location (On/Off Client Site/Offshore)</b>	On Client Site
<b>Length of Contract</b>	
<b>Start Date</b>	September
<b>Salary/ Contract Rate</b>	Competitive rates plus benefits
<b>Job Description Summary (experience, education, skills, environment)</b>	<p>The Documentum Technical Assistant is an Information Centre team member, responsible for ensuring that the data held in Documentum is secure, easily accessible to relevant users, and is managed in line with Information centre Policies and Procedures.</p> <p>The Documentum Technical Assistant is also responsible for managing the integrity of the data held within the applications.</p>

**Skills  
(Essentials/Desirables)**

### Essentials

### Desirables

#### Technical skills

- Experienced user of Documentum with specific experience performing a Administrator role;
- The ability to write and perform complex queries to manipulate data in Documentum using Documentum query tools;
- Experienced in the creation of web pages using html;
- Significant document/records management experience within the oil and gas industry with experience of both business and technical departments.

#### Technical skills

**Non technical skills**

- An understanding of industry best practice and guidelines for the management of data;
- Has a systematic and disciplined approach to work;
- Is able to plan, schedule and monitor own work within a limited time horizon;
- Has an effective and appropriate level of written and oral communication skills covering all routine activity and contacts;
- Is customer focused;
- Is a team player and willing to provide a support role to other members of the team, providing backup in their absence;
- Ability to deal with people at all levels;
- Capable of working on own initiative after short periods of training;
- Co-ordinated approach to resolving problems in a timely manner;
- Clear understanding of business processes and drivers involved in managing information.

**Non technical skills**

**Key Tasks**

Ability to discover, troubleshoot and resolve Documentum issues, or escalate as necessary.

Identify continuous development and improvement ideas to ensure that the document management system supports evolving business requirements.

Champion the document management system in order to promote and support users within the business.

Maintain and expand the Business Framework and Search DMS applications as required.

Responsible for the management of the Documentum Security Model and ensuring that data owners approve of the security model for their data.

Responsible for the management of users and groups

Responsible for the monitoring and reporting of usage of the Documentum user front ends.

Bulk manipulation of data to assist the Information Centre team.

Bulk loading of data using McLaren Docloader.

Running regular reports to find and fix anomalous acl assignment.

Providing assistance and training in the use of the document management system search facilities.

Responsible for monitoring new data added to Documentum to ensure data integrity.

Responsible for creating and maintaining documentation defining the standards for data management in Documentum, through consultation with IM team members.

### Miscellaneous

Works within the Information Centre Team under the guidance of the Information Centre Team Leader.

May be called upon to support other areas of the information centre team.

Escalates issues (both technical and non-technical) to the Information Centre Team Leader.

Relates to all Information Centre users.

Supports the IS Service Desk where appropriate.

Familiarity with the MS Office suite is assumed.