



IDENTIFICATION

Department	Position Title	
Justice	Transcript and Records Technician	
Position Number	Community	Division/Region
82-14934	Yellowknife	Court Services/HQ

PURPOSE OF THE POSITION

The Transcript and Records Technician maintains record systems for the NWT Courts by updating and maintaining court records schedules, ensuring the confidentiality of records, and facilitating records retrieval, storage, and disposition of court records according to the Court Operational Records Classification System. This position coordinates transcript requests, production of transcripts, and management of digital audio recordings of court proceedings.

SCOPE

The position is located in Yellowknife and reports to the Manager of Administrative Services.

The incumbent will have responsibility for the proper management of court records including receipt, verification, storage, and production of the court record created by the NWT Courts (Court of Appeal, Supreme Court, Territorial Court, and Youth Justice Court) and the management of the collection of court transcripts prepared, management of incoming audio of court proceedings, coordination for playback purposes, and coordination of requests for information. The incumbent must possess an understanding of the independent nature of courts and ensure that the integrity and reputation of the courts is not brought into disrepute.

The incumbent must work independently to ensure that the Court information management programs are carried out efficiently and effectively according to relevant legislation, policies, procedures, guidelines, and accepted records management practices. Failure to manage records efficiently may result in breaches of records confidentiality and security, information being destroyed before its legal disposition date, and information not being readily available.



The incumbent must manage multiple processes and continually re-prioritize activities. As well, the incumbent will be required to deal with a wide variety of clients including judges and senior management, occasionally under difficult circumstances.

Mishandling of digital recordings, court records, or delays resulting from action or inaction could result in damage to the reputation of the courts and the Department of Justice and could impact the outcome of individual matters before the Courts affecting the liberty, property, or financial health of court participants, the impact of which may not be measurable in a monetary manner.

The Transcript and Records Technician will provide support and coverage to other positions within the Administrative Services section as required.

This position holds the following statutory appointments:

- Deputy Registrar of the Court of Appeal
- Deputy Clerk of the Supreme Court
- Deputy Clerk of the Territorial Court
- Deputy Sheriff.

RESPONSIBILITIES

1. Maintains Court Records in accordance with the Court Operational Records Classification System

- Provides advice and professional assistance to court officials and the judiciary.
- Updates the Court Operations records classification system as required.
- Implements and maintains records retention systems.
- Ensuring the security of court records and the protection of personal privacy.
- Ensures the unique needs of NWT Courts are addressed.
- Reports on the status of records keeping.
- Ensures and assists in the retrieval of court records in response to internal or external inquiries.

2. Coordinates the production of transcripts and safekeeping of digitally recorded audio and finalized transcripts

- Receives, verifies, and catalogs recordings by confirming audible quality and storing audio files in accordance with policies and procedures.
- Communicates with Justices of the Peace directly to remedy issues discovered and to confirm receipt and verification of audio files transmitted.
- Manages the collection of transcripts produced in electronic format (Word) by contractors to ensure retrievability in perpetuity. This includes thousands of records and increases daily.



- Ensures that audio files and electronic documents are named using a convention to ensure that records will be retrievable in perpetuity and stores audio according to the level of court, hearing type, and date of recording.

3. To perform records management, storage, retrieval, and disposals for the courts and division by:

- Reviewing active records against approved records disposition schedules.
- Ensuring that records for storage are identified and boxed according to future disposition dates.
- Ensuring that accurate transfer forms are prepared.
- Ensuring that records ready for disposition are boxed and properly listed according to the appropriate record disposition authority.
- Facilitating all requests for the retrieval of records from the Government warehouse.
- Ensuring systems are in place to manage the preservation and retrieval of vital information.
- Working with the Department of Infrastructure to ensure the proper transfer, storage, and destruction of Court records.

4. Coordinates production of transcripts of court proceedings.

- Acts as point of contact for requests for transcripts of court proceedings electronically or by telephone.
- Reviews requests for completeness and reviews files for publication bans prior to referring for production.
- Disseminate appropriate information for order processing to court reporters or transcriptionists and follow up to ensure completion.
- Collates multiple transcripts to form a single record when required.
- Ensures that transcripts produced are formatted and contain all information required in order to be filed on the appropriate court file.
- Prints, binds, distributes, and issues invoices for transcripts as required.
- Maintains a tracking system of requests, production costs, outstanding payments, and associated fees.
- Organizes and maintains a filing system for completed transcripts.
- Liaises with the ISSS (Information Systems Shared Services) office to ensure adequate electronic storage and quality of recorded audio files.
- Prepares and distributes electronic audio files as required for transcript production.
- Reviews invoices and work product prior to processing payments for contract Court Reporters and transcriptionists.

5. Scheduling of Court Reporters.

- Prepares monthly court reporter schedule.



- Keeps court reporting company apprised of changes and cancellations on upcoming matters where required.
- Verifies scheduled reporters and communicates with them when present for court matters.
- Communicates with the judiciary to ensure that requirements are met and shortfalls or changes to assignments are rectified.

6. Facilitates listening of digitally recorded audio.

- Retrieves, verifies and prepares audio to be listened to by judges, legal counsel, and/or members of the public.
- Ensures compliance with publication bans and other court orders prohibiting access to various audio files.
- Verifies permissions to ensure that only authorized persons access audio records that contain confidential and restricted information.

7. Provides administrative support to the Courts.

- Ensures all mail and faxes are logged and distributed to the correct division in a timely fashion and will bring correspondence marked urgent to the attention of a court officer.
- Responds or redirects general telephone inquiries as appropriate to ensure timely and accurate responses are provided.
- Prepares and logs outgoing mail to other Court Registries within the Northwest Territories.
- Assists in the preparation and deposit of funds at the bank.

WORKING CONDITIONS

Physical Demands

There is frequent physical effort required for this position. The incumbent is expected to spend time using a computer, which can cause eye and muscle strain. Heavy lifting of boxes, sitting, and standing in uncomfortable positions is required on a regular basis.

Environmental Conditions

As associated with a normal office setting. The physical environment generally meets standards for public service workstations. There may be exposure to dust, etc., when dealing with boxes in storage.

Sensory Demands

The incumbent must spend long periods of intense concentration reviewing data and information.



Mental Demands

There is mental and emotional stress related to the position as the incumbent must reconcile the demands of a variety of divisional staff who frequently have conflicting interests regarding records management and who may not want to change the way things are done. Emotional distress may be encountered infrequently due to the nature of the contents of some court files/exhibits or recordings that must be reviewed for records management purposes.

KNOWLEDGE, SKILLS, AND ABILITIES

- Working knowledge of standard records classification systems, particularly ARCS and ORCS.
- Knowledge of court reporting, transcription, and digital audio recording practices.
- Ability to maintain accurate records and manage paperwork.
- Attention to detail.
- Strong interpersonal skills including tact, diplomacy, and patience.
- Familiarity with NWT Court structures and government organization, procedures, and protocol.
- Ability to work in sometimes difficult situations, i.e.: initiation of new systems and “selling” project.
- Experience with using word processing and databases.
- Broad understanding of all aspects of court and divisional operations.
- Ability to communicate effectively in writing and verbally to a variety of audiences with varying levels of background, knowledge, and education.
- Ability to analyze issues and suggest appropriate means of action.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

Completion of a two-year diploma specializing in records management or a related field, and a minimum of two years’ experience directly related to records, information management and office administration in either government or other large organization with established records management programs.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- ☐ No criminal records check required
- ☒ Position of Trust – criminal records check required

- ☐ Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- ☐ French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

READING COMPREHENSION:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

WRITING SKILLS:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

- ☐ French preferred

Indigenous language: To choose a language, click [here](#).

- ☐ Required
☐ Preferred