

GENERAL DESCRIPTION

The Records Management intern will report to the TDLR Records Management Officer and assist with the development of the records management program including, but not limited to, developing various processes and programs concerning records for the agency and its constituents. Work involves assistance with creating program implementation standards and techniques; reviewing operational processes; analyzing, reviewing, documenting, developing and assisting with implementing best practices and/or process improvements for the agency. The Intern works under general supervision with moderate latitude in using independent judgment and providing initiative in the execution of responsibilities.

CRITICAL JOB ELEMENTS

1. Assists with the conducting and coordination of surveys, inspections, or reviews to determine compliance with records management and retention requirements, laws, regulations, policies, and procedures, including the Texas Medical Records Privacy Act, Identity Theft Enforcement and Protection Act (ITEP), other Texas statutes related to information security and medical records, Health Insurance Portability and Accountability Act (HIPAA), and the Health and Technology for Economic and Clinical Health Act (HITECH).
2. Researches best practices for Records Management Program; Tracks and identifies trends in records and information management and resolves operational problems.
3. Assists with the planning, implementation, coordination, monitoring, and evaluation of the agency's information management policy and procedure manuals and retention schedules.
4. Works with agency's Executive Office, Office of the General Counsel, Information Technology Division, Division Directors and program leads to ensure record capture, protection, and management of all agency records.
5. Interviews division heads and division records management liaisons to conduct records inventory audits for each agency business unit.
6. Participates with information technology staff and the Information Resource Manager (IRM) to ensure records and information management requirements are considered in the planning and building phases of information technology system selection and implementation projects
7. Assists with the project management of automating the records management program; works with I.T. in creating electronic records management solutions.
8. Assists with the development and implementation of effective techniques for evaluating and improving the records and information management program.
9. Prepares comprehensive reviews of literature, statutes, rules and/or policies and completes reports, studies, and specialized research projects.
10. Prepares administrative reports, studies, and specialized research projects.
11. Scanning, Filing and retrieval of centrally managed records.

12. Develops training materials, as well as trains personnel on records management policies, procedures, and records maintenance and leads Records Management Program workgroup activities.
13. Assists with Continuity of Operations Planning.
14. May assist with the development of policy, procedure manuals and workflow diagrams.
15. Demonstrates a spirit of teamwork, offering positive and constructive ideas, encouragement and support to other members of the agency, while upholding the agency's core values.
16. Complies with division and/or agency training requirements.
17. Adheres to all Texas Department of Licensing and Regulation Intern Personnel Policies.

QUALIFICATIONS

Education Level

Graduate students preferred, but also accepting undergraduates.

Fields of Study

Public Administration, Political Science, Applied Technology, Educational Technology, Business, Economics, Library Sciences; Information Resources; Information Technology

Required Knowledge, Skills and Abilities

Strong and effective communication skills, oral and written; Windows/MS Office; Ability to conduct research; Ability to interact professionally with agency personnel at all levels from each division; Ability to gather, assemble, correlate and analyze data.

Preferred BUT NOT required Knowledge, Skills and Abilities

Ability to review legislative bills and drafts of rules; Devise solutions to problems; Preparing reports; Develop, evaluate and interpret processes, policies and procedures; Ability to effectively train others; Identifying key measures or indicators of program performance; General understanding of statistics.

To apply for an unpaid internship with TDLR, please submit a **TYPED [TDLR Internship Application](#)** to TDLR's Human Resource Office at human.resources@tdlr.texas.gov. You can also learn more about the position by visiting the Human Resources page on TDLR's website.

If you have any questions at all about the program, we would love to hear from you! Feel free to contact **Alaric Robertson MPA**, a former intern and current employee of TDLR at **(512) 936-0505** or alaric.robertson@tdlr.texas.gov. We are personally committed to your development.