

Job Title	Publishing Systems Manager	Classification	Band 4
Department	Hansard Services	Date Updated	February 2026
Reports to	Director, Hansard Services		

PROGRAM AND STRUCTURE

Legislative Assembly staff provide non-partisan services to the institution of Parliament and its elected members in the areas of procedural advice, administrative support and information services. The Legislative Assembly is an autonomous employer, separate from the administrative framework of government ministries and agencies, which operates under the authority of the *Constitution Act* and the *Legislative Assembly Management Committee Act*.

DEPARTMENT SUMMARY

Hansard Services supports the work of Members, officers and staff of the Legislative Assembly of British Columbia, various ministries, and fosters public awareness and understanding of the legislative process by making the proceedings of the House and its committees accessible to all British Columbians. Hansard Services publishes the Official Reports of the Legislative Assembly and Parliamentary Committees and broadcasts Assembly and Committees proceedings. The Official Reports of Debate of the Legislative Assembly of British Columbia (also known as Hansard), provide Members, staff, ministry stakeholders, the media, legal and academic community, as well as British Columbians with a trusted, reliable and researched record of proceedings in the Chamber and in committees. The transcripts and broadcasts are full, accurate and impartial records of the work of the Members of the Legislative Assembly and facilitate Member outreach and communications to British Columbians. Operational deliverables are often expedited and triaged within a high pressure and political environment.

JOB SUMMARY

Reporting to the Director, Hansard Services, the Publishing Systems Manager provides strategic leadership and has primary responsibility for the Software and Systems, Publications and Collections, and Indexing teams to plan requirements and anticipate long-term needs and trends. These diverse and professional teams include management-level employees, supervisors, subject-matter experts, developers, and service support staff. The Publishing Systems Manager has responsibility for Hansard initiatives that strengthen Hansard’s digital publishing capabilities and advance organizational priorities and collaborates and communicates with stakeholders in various Legislative Assembly departments as well as with ministries and organizations outside the Legislative Assembly. The Publishing Systems Manager ensures Hansard Services achieves its publishing goals and meets the needs of all stakeholders throughout British Columbia. The Publishing Systems Manager is a publishing systems subject-matter expert and ambassador for the Legislative Assembly and Hansard Services at conferences and other outreach opportunities and identifies new pathways for knowledge sharing, technological advancement and collaboration.

KEY RESPONSIBILITIES

- Leads, plans, prioritizes, directs, and evaluates the work of the Software and Systems, Publications and Collections, and Indexing teams over the short, medium, and long term.
- Researches, develops, and implements departmental strategies, practices, policies, and procedures in alignment with Legislative Assembly strategic planning and industry best practices.
- Liaises and collaborates with the Broadcasting Services Manager and Reporting Services Manager to design effective, efficient, and long-term delivery of services that support the departmental operational plan.
- Provides project management and change management for Publishing Systems and inter-departmental initiatives, including technology and business process improvements.
- Provides authoritative expertise and oversight on specialized publishing, digital technologies, and software and asset management initiatives.
- Collaborates with the Director and other Hansard managers to create, develop, and lead departmental strategic planning initiatives and maintain high-level service delivery.
- Consults with Legislative Assembly Senior Executives, staff, external contractors, service providers, and industry peers to develop and recommend innovative publishing solutions, technologies, practices, policies, and procedures.
- Advises and communicates with Senior Executives and Members of the Legislative Assembly regarding Hansard publishing operations, projects, and inter-departmental initiatives.
- Exercises independent judgment on complex systems design, strategic and technical development, and prioritization of competing client interests.
- Establishes and maintains guidelines, frameworks, and protocols to support Publishing Systems teams in delivering consistent, high-quality services.
- Represents Hansard Services in Legislative Assembly management working groups, project teams, and on emergency preparedness and business continuity planning initiatives.
- Presents departmental achievements, innovations, and technical advancements to external stakeholders, professional associations, and subject-matter experts.
- Oversees operational workflows and continuous improvement initiatives to enhance efficiency, service quality, and alignment with organizational priorities.
- Defines and monitors long-term goals, technology plans, and service delivery standards to ensure operational readiness for House and Committee proceedings, and manages contracts, budgets, procurement responsibilities, and capital assets to support Publishing Systems operations.
- Performs other duties as assigned within scope of work.

ORGANIZATION STRUCTURE

Clerk of the Legislative Assembly of BC
Deputy Clerk of the Legislative Assembly
Director, Hansard Services
Publishing Systems Manager

SELECTION CRITERIA

EDUCATION, TRAINING & EXPERIENCE

- Post-secondary education in Digital Publishing, Computer Science, Information Technology, Library & Information Studies, Communications or a related program, plus at least 5 years of experience in digital publishing systems, technical project management, software development environments,

enterprise content workflows, or digital information infrastructure or an equivalent combination of education and experience.

- Experience managing technical and software development-oriented projects.
- Experience working with or overseeing PC-based hardware, peripherals, and operating systems in a production or publishing environment.
- Experience using or supporting word processing, desktop publishing, and digital production systems.
- Training in formal and/or Agile project management methodologies would be considered an asset.
- Certification in change management is preferred.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of the legislative process and procedures and familiarity with House and Committee proceedings in British Columbia.
- In-depth knowledge of emerging trends and best practices related to technical and publishing standards and practices including digital accessibility, metadata standards, and modern content workflows.
- Demonstrated skills in mediating and resolving issues and ability to coordinate diverse teams to maximize productivity and achieve goals with strong interpersonal and facilitation abilities.
- Skilled at guiding change and communicating with Senior Executives and stakeholders at all levels to create cooperation and achieve objectives including the ability to translate complex technical information for non-technical audiences.
- Skilled at developing and producing written technical and training material ensuring clarity, accuracy, and usability for diverse audiences.
- Skilled at managing multiple priorities and competing demands with the ability to effectively prioritize and mobilize action plans to achieve results.
- Ability to contribute to long-term strategic planning processes identifying opportunities for innovation, modernization, and continuous improvement.
- Ability to identify or anticipate issues, manage conflict, and resolve problems in a proactive manner.
- Ability to work flexible hours and respond to issues outside of regular hours.
- Ability to analyze problem situations and determine appropriate solutions balancing operational needs, stakeholder expectations, and organizational priorities.
- Ability to make decisions under pressure and to remain calm when faced with fluctuating workloads and competing priorities.
- Ability to maintain confidential information, exercise discretion in the release of information and provide equitable and non-partisan service to clients.
- Ability to work effectively, both independently and collaboratively, in a deadline-driven organization with a strong commitment to excellence.