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# Example of Knowledge Management Job Description

Our growing company is searching for experienced candidates for the position of knowledge management. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for knowledge management

* Participate in the set-up of a new framework for Knowledge Management activities, including the development of learning paths, the identification of subject matter experts, the collection of best practices and the execution of a change management plan
* Be part of the regional pilot team for the deployment of a new social collaboration tool
* Participate in the maintenance of a Knowledge Management Center of Excellence by supporting technology teams with documentation efforts, including runbooks, requirements, technical diagrams, configuration documents and recovery guides
* Work with application and infrastructure teams to gather, analyze, and compose technical information
* Receive text from technical teams and translate technical information into clear, readable documents to be used by technical and non-technical users
* Engage in formatting, editing, and quality assurance on own work and the work of others
* Improve editorial and visual standards for documents and recommend new designs, layouts and procedures as needed
* May be responsible for Wiki support and maintenance, coordinating tech writer materials
* Providing a strategic view on the further development of knowledge management systems and practices in order to support the work and development of the organization into the future
* Ensuring that all systems supporting Knowledge Management work in an integrated fashion and are appropriately supported and developed to guarantee a high and continuing level of efficiency for the organization

## Qualifications for knowledge management

* Knowledge of Consumer and Community Banking line of business preferred
* 8+ years customer support and Process Improvement operations experience
* 5+ years customer support strategy consulting or continuous improvement management
* Customer support management
* Partner Performance management
* Ability to work independently and maintain confidentiality and tact relative to administrative, personnel, and budgetary matters