



Example of Knowledge Management Analyst Job Description

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Our company is growing rapidly and is looking to fill the role of knowledge management analyst. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for knowledge management analyst

- The SOF Knowledge Manager is responsible for generating and compiling reports identifying probable causes and providing solutions to systems issues by applying analytical and problem-solving skills to maximize the benefit of available IT system tools
- Meet with Staff Directorate decision makers, systems owners, and end users to define business, financial, operations requirements and systems goals to resolve issues
- Lead work breakdown structure and schedule with milestones, which includes technical reviews and audits, quality assurance checks, and customer acceptance testing
- Run test code to assure accuracy, integrity, interoperability and completeness to achieve desired results with appropriate documentation of testing results
- Prepare and deliver reports, recommendations, or alternatives that address existing and potential trouble areas and capability shortfalls of systems across the enterprise
- Provide end-user documentation to include how-to guides, training guides, and frequently asked questions (FAQs)
- Provide assistance to the Government for the preparation of training materials to include delivering the user manual, demonstrating new product features, providing sample test data and preparing scripts to support training objectives
- Review and monitor the progress of projects to ensure accuracy and

- Provide functional direction and technical expertise to assigned personnel as required
- Perform administration tasks to include managing permissions – restrict and revoke access as required

Qualifications for knowledge management analyst

- Work directly with Marketing, Customer Care, Communications, Compliance, and a number of other departments to confirm content accuracy and obtain necessary approval before making updates
- Assist team with P&P and letter clean-up, other content improvement initiatives
- Develop and maintain formal documentation of P&P and letter content owners
- Assist with appropriately tagging content with metadata to improve content reuse and ensure correct placement within the KM repository
- Help promote, maintain, monitor, and evaluate the knowledge sharing program, including external benchmarking and evaluation programs/opportunities
- Help plan, implement, track, and report on specific short and long-term project goals and deliverables