



# Example of Knowledge Manager Job Description

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Our growing company is searching for experienced candidates for the position of knowledge manager. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for knowledge manager

- Maintenance of internal databases with a variety of information
- Serve as a Knowledge Centered Support (KCS) Champion internally with support technicians as they learn and implement the KCS framework and externally with other departments as we drive the use of self-service
- Collect and report on self-service data that will steer program decisions through the use of Usage Analytics
- Fine-tune search engine configurations to increase the relevance of returned search results
- Monitor and report on potential knowledge gaps and provide article content that can be used to fill those needs
- Collect and report on article creation, aging, and quality data based on internal KCS Content Standards through the use of Salesforce Reporting
- Collaborate with knowledge team members and support supervisors to maintain ongoing KCS coaching and training opportunities for support team members
- Collaborate with knowledge team members and support supervisors to regularly audit knowledge articles for accuracy and adherence to content standards
- The knowledge management practice & strategy, building community, engagement, and collaboration among the team
- Implementation of this strategy, creating content where needed for the team, or optimize existing content and is consistently organized, discoverable, available, accurate, and up to date

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- Number of users that produce new and/or improved knowledge artifacts
  - Ensure development initiatives and solutions appeal to a range of learning styles and are flexible to suit the practical demands of the operation
  - Experience of building knowledge and a learning framework in an software company or similar highly dynamic environment
  - CIPD qualified an advantage
  - Strong track record & experience within L&D - ideally 4/5 yrs experience
  - Proven expertise in effective training needs analysis