**Draft**

**KM Analyst**

The role and responsibility of a KM Analyst in an organization is to develop products, processes and knowledge that can be used by specific user communities or can be leveraged for use by all employees. The KM analyst supports the KM program and typically serves as a liaison between the KM team members and the business user communities. This position provides production of complex analyses to anticipate industry trends, identify key industry players, and support strategic decisions. Responsibilities include transforming primary and secondary data into insightful and actionable information and deliverables within a portfolio of product offerings to meet client requests using various analytic tools and techniques. The KM Analyst ensures that the information needs of the business unit stakeholders and user communities are met, and that the services or knowledge content deliverables received from the KM center and KM team members is being effectively utilized.

**Reporting Relationship:**

There seems to be several possible options for the location of the KM Analyst in an organization:

1) Reporting to a KM Manager in a KM center or KM working group

2) Reporting to a leader in an organization’s library

3) Reporting to a business unit leader, Industry, or service line leader

**KM Analyst Competencies:**

The competencies necessary for a KM Analyst will vary depending upon the nature of the customers they serve and what groups or stakeholders they report to within the organization. The overall competencies most appropriate for a KM Analyst include the following knowledge, skills, aptitude, and attributes.

**Knowledge:**

1. Knowledge of how to create analyses from structured or unstructured requests independently or in a teaming environment
2. Knowledge and understanding of the KM strategy and road map for the organization and the business units or service lines the KM Analyst supports
3. Knowledge of how to deliver the analysis through effective communication, written and oral presentation, to all levels of management within the organization
4. Knows how to support the knowledge sharing needs of KM-related leadership business unit or service line leadership teams
5. In-depth knowledge of key events and processes relevant to the KM analyst assigned to business units, industries or focus areas
6. Knows how to coordinate, promote, share, and leverage knowledge and information resources and analysis tools across the organization
7. Knowledge of how to negotiate and accumulate various internal and external sources of content for assigned areas, and how to share the information with other KM and user knowledge-related team members with feedback regarding these resources
8. Knowledge of working with knowledge-related user groups or on organizational task forces to develop new products and services addressing internal goals and objective or current issues
9. Knows how to build, develop, and maintain relationships within the KM organization, key customer groups the KM Analyst
10. Knows how to assist customers and KM user communities in increasing work efficiency
11. Responds and discusses inquiries concerning analysis deliverables they author

**Skills:**

1. Skilled at providing KM training and collaborative awareness activities or webcasts on key thought leadership topics or the KM Analyst results
2. Skilled at demonstrating proficiency in analytical thinking and understanding key issues in a complex situation
3. Skilled at structured thinking applying an analytically approach to problem solving
4. Skilled at producing high-quality, on time work products
5. Skilled at managing multiple projects in an organized and systematic manner
6. Skilled at demonstrating a responsive, reliable, client-oriented approach
7. Skilled at anticipating client needs and strives to exceed expectations
8. Skilled at creative thinking and a willingness to explore new ideas and approaches
9. Skilled at effective listening skills and being open to others opinions and feedback
10. Skilled at influencing and persuading others
11. Skilled at accomplishing aggressive goals and successfully managing deliverables
12. Skilled at prioritizing work tasks and demonstrating the ability to handle multiple assignments concurrently
13. Skilled at serving as a trusted business advisor in identifying customer’s needs, synthesize information, developing an overall strategy to address the business needs, recommending appropriate solutions, and managing the customer’s expectations
14. Skilled at developing good business cases and the rationale for the recommendations
15. Skilled in the use of KM applications, IT networking application, and Internet tools for research and collaborative discussions
16. Skilled in developing thought leadership materials and business analyst reports on special areas and willingly to share knowledge and expertise with others
17. Positive role model for the KM group and knowledge
18. Skilled at handling unexpected problems, issues, and customer requests and adapting to changing customer needs, business trends, and/or new direction from the organizational leadership
19. Skilled at working with other KM Analysts or user knowledge-related team members
20. Skilled at holding KM teams accountable for successful delivery of customer products
21. Skilled at conducting interview sessions with internal or external subject matter experts for a deeper understanding of the topic or assignment

**Abilities:**

1. Ability to demonstrate excellent technical written and verbal communications
2. Ability to work in a team environment using effective interpersonal skills
3. Ability to achieve positive results through influence, leadership, and coaching
4. Strong analytical and problem solving abilities
5. Ability for attention to detail and accuracy
6. Ability to maintain confidential information and the trust of others
7. Ability to work flexible hours to accommodate the customer’s needs
8. Ability to deliver consistent results individually and in a team environment
9. Ability to give effective presentations at all levels within the organization
10. Ability to project manage and complete multiple tasks in a fast-paced environment
11. Ability to utilize research and analytical techniques
12. Ability to bring clarity and definition to projects that are often highly unstructured, initially ambiguous, and complex

**Attributes:**

1. Systems thinker
2. Process oriented
3. Detailed oriented
4. Planner
5. Coach
6. Mentor
7. Positive attitude
8. Influencer
9. Persuasive
10. Executive presence
11. Strong work ethic
12. Networker
13. Strategist
14. Flexible
15. Idea generator
16. Open minded
17. Fosters innovation
18. Strong project manager
19. Consensus builder
20. Content expertise

**Requirements:**

Bachelor’s degree or comparable work experience in knowledge related field

Master’s degree in Knowledge Management, or KM certificate supplemented by continuous learning in knowledge management

**Years of Experience:**

5-8 years proven, high quality KM experience in business area, with customer service and related work experience