**Draft**

**Knowledge Manager**

The KM Manager facilitates, supports, and monitors the use and improvement of knowledge management processes and approaches throughout the organization. The KM Manager is responsible for ensuring the integration and knowledge sharing of valuable information resources across the organization via processes and KM information systems. The KM Manager can work in a KM center office or organization’s business office where he/she acts as a conductor for all the knowledge management activities in his/her office, including learning activities, collaboration, and professional networking. The KM Manager can be a part of a business unit, Industry group or a service line function within the organization.

**Reporting Relationship:**

There seems to be four possible options for the location of the KM Manager role in an organization:

1) Reporting to a Chief Knowledge Officer (CKO)

2) Reporting to a Chief Information Officer (CIO)

3) Reporting to Corporate Strategy/Business Development, or

4) Reporting to a Business Unit leader or Industry and/or Service Line leader

**KM Manager Competencies:**

The competencies necessary for a KM Manager will vary depending upon what group within the organization they work for. The competencies most appropriate for a KM Manager include the following knowledge, skills, aptitude, and attributes.

**Knowledge:**

1. Knowledge of how to provide leadership and project level management in implementing and enhancing KM applications and KM project initiatives
2. Knowledge of how to define the KM project scope, approach, roles and responsibilities of KM people and or user communities
3. Knowledge and skills necessary to perform the job effectively
4. Knows how to manage the KM project team to represent needs throughout the organization and explores process and technology solutions to address those KM needs
5. Knows how to support and encourage networking, collaboration and community building at the business level and network with other knowledge managers in the organization
6. Knowledge of planning and delivering KM activities and events that enable the KM team or business staff to recognize and exchange expertise
7. Knows how to work closely with knowledge architects to ensure that knowledge technologies are designed to support the way the business works
8. Knows how to work closely with knowledge business analysts to ensure that knowledge asset management is appropriately implemented at the business level
9. Knowledge of how to report and monitor the progress of KM projects and initiatives to the CKO/KM Leader, or other business unit leaders
10. Knows how to work closely with designated project sponsors and other stakeholders to define approaches and scope of desired KM capabilities
11. Knowledge of delivering project requirement documents with prioritized goals and required action items
12. Knows how to identify information gaps and opportunities to leverage and share information
13. Knowledge and experience in assessing KM applications, technology solutions and working with external third parties to map KM features and functionalities
14. Knowledge of how to partner with information technology resources and/or business resources to plan, deliver and optimize KM solutions
15. Knowledge of project management skills for multiple projects simultaneously – including managing resources, quality, issues, communications, budgets and pilots for projects
16. Knowledge of KM vendor tools and applications appropriate for KM users
17. Knowledge of the value of running beta and pilot KM programs with early adopters
18. Knowledge of how to promote KM approaches and collaborative tools across communities of practice, and how to share best practices and lessons learned
19. Knowledge of the proper KM competencies required for the KM functional team members
20. Known as a leader within the organization
21. Knowledge of how to refine knowledge management strategy and tactical plans for identifying, capturing, sharing and transforming key information and intellectual capital into value
22. Knows how to develop and leverage relationships, integrate content, and promote content sharing
23. Knows how to deliver and support key practice information through ownership of the various intranet portals and development of related knowledge collections
24. Knows how to facilitate strategic growth, adoption, and success of industry/business unit Communities of Practice and collaboration through seeding of relevant communities and leveraging of collaborative sharing tools, such as wikis, blogs, discussion boards
25. Knows how to develop, support, and optimize team sites for select strategic programs
26. Known in the organization as a subject matter specialist – knows the business units, industry sectors, and service lines
27. Knowledge of how to connect people to people and people to content
28. Knowledge of how to proactively identify and provide solutions to KM and field practitioner needing select information which may be used in sales and marketing, client service, and industry learning
29. Knows how to collaborate with knowledge research and innovation teams in coordinating planning and teaming
30. Knowledge of how to provide leadership in solving specific project and technical problems and initiate development of new KM products and services
31. Knowledge of executing KM programs and initiatives
32. Knows how to develop and manage functional KM specialists and knowledge workers
33. Knowledge of the issues surrounding internal document management, web content management and knowledge management
34. Knowledge of electronic knowledge repositories, intranets/portals, collaborative and social media tools, plus computer skills
35. Knows how to be adaptive and flexible as conditions change and work as a change agent to influence others
36. Knows which professional Knowledge management meetings and conferences to attend to gather information and build long-term networking relationships

**Skills:**

1. Skilled at accomplishes goals through building and managing effective teams
2. Skilled at managing daily activities, issue resolution and communication across project execution teams in order to deliver projects on-time and on-budget
3. Skilled in the use of technical resources and training
4. Skilled at interfacing with all levels of management, both domestically and internationally
5. Skilled at verbal and written communication
6. Skilled at providing proven project management experience
7. Skilled at providing executive level presentations
8. Skilled in the use of desktop tools, the Internet, and social collaboration tools
9. Skilled in ensuring the completion of project management tasks, milestones, and components, such as functional specifications, design specifications, development, configurations, quality assurance, implementations and project reviews
10. Skilled at managing and adhering to quality methodologies to ensure high quality production deliverables associated with the KM program(s) milestones
11. Skilled at working independently and meeting deadlines in a fast-paced environment
12. Solid communication skills in writing and oral presentations and explaining complex concepts
13. Skilled at working with all levels of management and staff
14. Skilled at conducting facilitation sessions and KM training
15. Skilled at developing cross-functional and cross business relationships to maximize execution quality and team effectiveness
16. Skilled at sharing information and resources with others to promote positive and collaborative work relationships
17. Skilled at being a change agent and trusted business advisor
18. Skilled at focusing on all aspects of customer service and product delivery
19. Skilled at inspiring and motivating people
20. Skilled at representing KM department at internal and external knowledge sharing meetings
21. Skilled negotiator
22. Skilled at managing KM vendor relationships to ensure ongoing delivery and operational support of high quality content and technology resources and, cost effective solutions
23. Skilled at consensus building and collaborating across business units and KM teams
24. Skilled at team building, coaching and mentoring others
25. Skilled at using information technologies to leverage the value of knowledge content and accomplish the KM goals and objectives
26. Skilled at using project management tools and analytical techniques

**Abilities:**

1. Ability to demonstrate strong leadership, supervisory, and analytical skills
2. Ability to synthesize solutions from diverse complex situations
3. Ability to persuade people
4. Ability to complete assignments in a thorough, accurate, and timely manner
5. Ability to monitor KM deliverables and services to ensure a high quality of value-added service
6. Ability to manage multiple simultaneous projects, cross–functional stakeholders and remote teams
7. Ability to handle multiple project and responsibilities in an effective manner
8. Ability to establish clear objectives and organizes duties for self, based on the goals of the business unit, division, or KM management center
9. Ability to seek guidance when goals or priorities are unclear
10. Ability to perform responsibilities with minimal supervision
11. Ability to identify and analyze business processes
12. Analytical and decision-making ability
13. Ability to adapt to changing priorities and demands
14. Ability to deal positively and effectively with co-workers and constituents
15. Ability to effectively convey information and ideas both orally and in writing
16. Ability to listens and seek clarification to ensure understanding
17. Ability to market the concept of knowledge management and its benefits
18. Ability to present and convey information in a wide variety of settings.
19. Ability to effectively organize communities of practice and enable focus on KM information
20. Ability to set priorities and accomplish goals
21. Ability to delegate responsibilities and monitor results
22. Ability to accomplish outcomes in complex settings
23. Ability to judge and assess talent, recruit and select KM staff appropriate to current and future organizational needs
24. Ability to grasp complex concepts and determine courses of action that will result in a desired outcome
25. Ability to absorb and translate others’ statements into objective responses and actions
26. Ability to give and receive feedback in an appropriate manner
27. Ability to maintain professional demeanor in difficult or stressful situations
28. Ability to be patience with customers and KM staff
29. Ability to diffuse anger and deal with difficult customers
30. Ability to cope effectively with change and uncertainty
31. Ability to reprioritize quickly
32. Ability to lead in highly matrix environment
33. Ability to see the big picture within the industry and the organization
34. Ability to motivate others
35. Ability to assess political climate

**Attributes:**

1. Works smarter, rather than harder
2. Action oriented
3. Works efficiently and effectively in leveraging existing knowledge and creating new knowledge
4. Great people skills
5. Approachable
6. Patient
7. Like challenges
8. Good communicator
9. Good listener
10. Experienced
11. Organized
12. Honest
13. Trustworthy
14. Integrity
15. Attention to detail
16. Creative
17. Independent thinker
18. Excellent researcher
19. Analytical
20. Collaborative
21. Strategic
22. Tactical
23. Proactive problem solver
24. Strong verbal and written communications
25. Excellent relationship building skills
26. Outstanding program management skills

**Requirements:**

Bachelor’s degree with a blended background in business and experience in knowledge management functions

Master’s degree or MBA in Knowledge Management, Computing, Information Management, Business and Commerce, Library Management

Knowledge and experience with corporate and KM technologies and system applications

**Years of Experience:**

5 – 8 years of experience in a KM competency, KM center or working group, with 3-4 years serving clients and using collaborative technology environments