

Position: Knowledge Manager

Department: IT

Reports to: CIO

This position will manage the creation and delivery of IT knowledge and support the utilization of knowledge by both internal and external user communities. This includes ensuring that the storing, archiving, and classification of information resources are consistent across and throughout the organization. This position is also responsible for developing and implementing cataloging systems, as well as preserving the freshness and accuracy of cataloged items.

Responsibilities include but are not limited to:

Planning

Prepare a long-term plan for categorizing, indexing, and archiving all content and information resources, whether they be generated in-house or derived from third-party agents.

Develop classification methodology for organizing information resources based on business goals and requirements from stakeholders.

Acquisition & Deployment

Assess, recommend, and purchase corporate library/knowledge management development tools as required; track new standards and methodologies.

Operational Management

Manage the storing of enterprise-owned content, including documents, contracts, guides, handbooks, policies, procedures, and any other collateral deemed as content.

Develop operational architectures for content on shared drives, development servers, application servers, and databases.

Compile and maintain a detailed inventory of existing electronic and paper resources; identify knowledge gaps and make recommendations.

Ensure knowledge related projects are managed and delivered as expected with the appropriate level of communication to the end user communities.

Provide reference and research services for end users, unit managers, business stakeholders, consultants, etc.

Train and instruct employees on how to perform searches online, in databases, and any other electronic resources where research is done.

Train and instruct employees on how to locate, file, copy, or enter content and/or data files residing on company networks.

Collaborate with content owners to develop plans for integrating and delivering content to intranets, extranets, portals, Web sites, document repositories, content management systems, and so on.

Identify, collect, and synthesize information assets from disparate sources and incorporate them into the organization's corporate knowledge base.

Collect and maintain metadata of information resources for search engine purposes; lead the creation of search engine functionality.

Monitor the use of knowledge assets and routinely measure and report on the value of knowledge to both the internal and external user communities.

Determine where and when electronic versions should be made of hardcopy documents.

Develop, implement, and enforce appropriate resource usage policies.

Liaise with systems experts on hardware and software issues that affect the availability and accessibility of information resources.

Qualifications:

Education and Certifications

Undergraduate degree in a related field required (Information management/Library sciences), Master's degree a plus and/or equivalent work experience in the field of knowledge management and library sciences.

Experience and Skills

Generally requires 3+ years of knowledge management experience, including indexing and creating classification structures. Working knowledge of cataloging systems and tools and hands-on experience with content-database integration and a range of database platforms.
Understanding of basic project management principles and programming languages required.

Competencies

Excellent written, oral, and interpersonal communication skills.
Ability to present ideas in business-friendly and user-friendly language.
Highly self motivated and directed with attention to detail.
Research and investigative skills, both online and traditional.
Demonstrated proficiency in data entry and filing.
Able to prioritize and execute tasks in a high-pressure environment.
Experience working in a team-oriented, collaborative environment.
Solid analytical and problem-solving abilities.
Experienced in gathering, analyzing, and meeting business requirements and able to identify and isolate areas and opportunities where information assets can be utilized to further business and technology strategies
Knowledge of applicable data and copyright laws.
Experienced with the use of various storage media.

Anyone interested in this position, please contact Anna Green in Corporate Human Resources.

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