

Knowledge Management Specialist

Job ID
REQ-10006265
May 09, 2024
India

Summary

The KM specialist works closely with the Knowledge managers, KM leads and the business SPOCs to curate, capture, manage and maintain knowledge in NKC Knowledge management solutions. In this role the associate will execute adoption and solution improvement to support the needs of the business. The Knowledge specialist must be able to listen to and understand stakeholder needs, communicate clearly and to manage expectations.

About the Role

Knowledge Management Specialist

Location – Hyderabad #LI Hybrid

About the Role:

- **KM solution delivery and maintenance: Supervise completeness of metadata and facilitate its enrichment by collaborating with Knowledge managers.**
- **Monitor, analyze and report on KM solutions, identify risks and issues and drive corrective actions based on usage and adoption with the partners.**
- **Knowledge architecture: understand and maintain knowledge content organization within solutions (e.g. knowledge pages, “zones”, menus, taxonomies)**
- **Knowledge capture: request / receive, upload, tag, coordinate and regularly review content.**
- **Knowledge curation: identify and coordinate content to meet**

specific business needs.

- **Support Knowledge leads in consulting across Novartis business units when knowledge management expertise is needed.**
- **Propose and utilize knowledge of content management and search optimization methods to reinforce standards to achieve intuitive navigation and enhance search results within NKC driven solutions.**
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Commitment to Diversity & Inclusion: :

We are committed to building an outstanding, inclusive work environment and diverse team's representative of the patients and communities we serve.

Essential Requirements:

- **Bachelor's degree in business management/information science/Knowledge Management or related. Master's degree a plus.**
- **5+ years of experience with business consulting, knowledge management**

Desirable Requirements:

- **Experience working in multinational, multicultural environments required.**
- **Experience with information, knowledge and/or content management systems, DAM systems, metadata, taxonomies, and databases.**

Why Novartis: Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued

and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here: <https://www.novartis.com/about/strategy/people-and-culture>

You'll receive: You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook.

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Division

Operations

Business Unit

CTS

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Marketing

Job Type

Full time

Employment Type

Regular

Shift Work

No

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