

KM Strategist

Job ID
REQ-10011035
juin 25, 2024
Mexique

Résumé

The Knowledge Management Strategist (KMS) is responsible contributing to the development of Knowledge Management (KM) strategies, assessing critical elements of new KM opportunities and influencing the evolution of existing KM solutions. The KMS aligns priorities and outcomes with Senior Knowledge Management Strategists and drives assessment, design, development and implementation of solutions or solution components bringing strategic and holistic thinking to bear on value and impact both for the business (customer) and the knowledge management team.

About the Role

Major Accountabilities

Solution design and development

- Drive problem statement, use case and value proposition development;
- Define business requirements, impact assessment and facilitated design thinking sessions
- Support needs, requirements and impact assessments
- Propose innovative and effective strategies and solutions that create business value for the organization while enabling operational efficiencies
- Make the most of existing tools, capabilities, models and frameworks for alternative use cases and, where appropriate, support the assessment of new tools, technology, resources or vendors
- Support the holistic design and development of knowledge management solutions across people, process, content, culture and technology
- Support KM solution setup or evolution activities, such as knowledge mapping, knowledge gap assessments, taxonomy design, impact assessments, etc.

Implementation management

- Support solution, solution workstream or solution component implementation planning in collaboration with the wider KM team, aligning on priorities, dependencies / requirements, impacts, milestones and deadlines
- Manage (or collaborate with Senior KM Strategists or workstream leads to manage) the implementation of key solution components, technical configurations, new processes, etc. including pilots / tests and full rollouts
- Manage or co-manage vendors, IT teams or other support teams to drive solution implementation

Stakeholder and network management

- Develop and own relationships with key stakeholders, including senior colleagues and customers

- Proactively and strategically manage relationships with stakeholders, influencing toward desired outcomes and pre-empting challenges or conflict in a partnership model
- Develop an understanding of the business context and the business strategy that impacts the priorities and needs of these stakeholders
- Within the team, work with other senior colleagues and workstream leads toward clarity on priorities, risks, opportunities and expectations around solutions

Education (desirable):

Masters degree in Business Administration or Information Science (or similar)

Languages:

- Fluent English (both written and spoken)

Experience:

- 10+ years of work experience in Consulting, Business Transformation, Solution Architecture or a Corporate Knowledge Management function
- Strong knowledge of / experience with business transformation, holistic solution design and development, knowledge management strategies and frameworks
- Design Thinking and Top Down Thinking expertise desirable
- Project management skills and experience a plus
- Change management skills and experience a plus
- Meticulous attention to detail
- Ability to gather, analyze and report on data; develop insights, and follow through on actions to improve the quality and efficiency of KM service offerings
- Ability to work confidently and independently in occasionally complex and ambiguous situations with minimal supervision
- Ability to collaborate internally and externally with a strong partnership ethic
- Ability to prioritize, be agile and adapt to changing business needs
- Strong analytical and problem-solving skills
- Excellent communication and collaboration skills

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