

Knowledge Manager

Definition

The Knowledge Manager is responsible for leading the company's knowledge management initiative as well as the creation, deployment and maintenance of the company's collective organizational knowledge and intellectual capital.

The Knowledge Manager has to organize the company's know-how and documents in order to promote knowledge sharing.

The work of the Knowledge Manager creates added value on information produced and collected by the firm:

- the sharing of know-how makes newcomers' training and integration easier.
- knowledge management helps the decision-makers in their strategies.

Description

The Knowledge Manager identifies the internal and external demands for knowledge and develops the processes necessary to meet these demands.

The job includes cooperation with other services (product development, marketing, communication) to ensure relevant knowledge is available for partners, employees and leadership.

Skills

- Communication skills: ability to communicate with all levels of management and staff in a clear and concise manner
- Team work: ability to encourage collaboration within cross-functional teams and motivate the teams towards a common goal
- Proactive skills: ability to analyze issues and problems systematically and to evaluate feedback to determine if strategy changes are needed
- Knowledge sharing: ability to build partnerships for learning and knowledge sharing.

Qualifications

After taking a degree in information management, you need a relevant experience in leading knowledge initiatives before applying for a job as a Knowledge Manager.

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(Promotion EBD 2011)

