

Update

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (30 characters)

Current Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

 Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value**Changes Since Last Reviewed**

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

The Service Management Team ensure service management practices are established and utilized to support the effective delivery of the Service Catalogue, Service Design, a Service Management Office, Continual Service Improvement, Reporting and Survey Management, Knowledge Management, Service Communications, Organizational Change Management (OCM) and Training.

Reporting to the Knowledge Management, Reporting and Survey Manager, the Knowledge Management Analyst is responsible for the daily technical support of the Knowledge Base (KB) environment. The position delivers technical analysis, design, implementation, support and operations of KB services. They participate with the development of techniques and procedures for organizing, locating, and enabling access to relevant knowledge and expertise required to address specific business tasks in the KB. The analyst provides on-going activities that ensure the delivery of timely and accurate information for consumers.

Knowledge management is important because it boosts the efficiency of an organization's decision-making ability, in making sure that all employees have access to the overall expertise held within the organization.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

Systems Development

- Responsible for creating knowledge bases to provide a self-service platform for users to store, share, and manage content.
- Responsible for configuring knowledge bases into product or service categories and manage user access based on permissions.
- Customize workflows for publishing and retiring articles in knowledge bases.

Systems Maintenance

- Lead the planning and implementation of software patches and fixes, enhancements, and upgrades of the KB.
- Lead or participates in System and User Acceptance Testing (UAT).
- Develop and implement services and infrastructure maintenance roadmaps.

Knowledge Management Governance

- Lead on-going development and improvements of Knowledge Management governance, processes, and procedures.
- Document workflows, templates, processes, and procedures.
- Facilitate monthly KM Representative Committee meetings.
- Develop and maintain the KM Author and Approver On/Off-Boarding process.
- Develop and coordinate KM training (Self Service Portal Navigation and Author/Approver Training).
- Facilitate KM training for Service Fulfiller teams and clients.

Process Improvement

- Collaborate with application support and vendor teams to ensure the GoA KBs are meeting client requirements.
- Work with stakeholders and users to identify current and future requirements.

- Identify and lead Continual Service Improvements (CSIs) for the services and on delivery.

Problem Solving

Typical problems solved:

This position requires a high level of analytical thinking, creativity, and problem solving abilities to successfully create and maintain solutions. The person in this role must have the ability to work independently with minimal direction, applying good judgment and superior decision-making skills. Decisions made by this individual has the propensity to affect critical service delivery across the GoA.

Types of guidance available for problem solving:

Team members, and the Manager are available for consultation. As well, the Service Management Platform Admin Team in BTO and ServiceNow are available to help address problems.

Direct or indirect impacts of decisions:

This position works with minimal direction, and is expected to work within established guidelines and frameworks, applying good discretion when making decisions, providing recommendations, planning, initiating and completing work based on business expectations and technology requirements. The impacts of not doing so would have a negative effect on the delivery of services to business and have a financial impact to the GoA due to implementation delays and re-work.

Key Relationships

Major stakeholders and purpose of interactions:

Knowledge Management, Reporting and Survey Manager, Daily to Weekly: Information sharing, receive direction, give advice, resolve issues, status reporting - two way exchange.

Knowledge Management Team, Daily: Contribute to planning, information sharing, support on initiatives, development of skills and capacity, job shadowing.

Service Management Platform Team, BTO, Daily to Weekly: Technical consultation on the ServiceNow platform.

ISM/BTO staff, Daily: Common needs, project collaboration, information sharing.

Ministry Clients (All levels), As required: Recipients of KM services, provide consultation, advice and recommendations; requirements gathering, project collaboration.

Program/Project Steering Committees, As required: Information sharing, status reporting.

Vendors, As required: Common needs, project collaboration, information sharing, IMT issue resolution.

Other Jurisdictions, As required: Exchange information, best practices, lessons learned, issues, challenges, solutions and related opportunities.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)	Other		

If other, specify:

Information Technology

Job-specific experience, technical competencies, certification and/or training:

- Degree plus 4 years experience or diploma plus 6 years experience.
- Subject Matter Expert in Knowledge Management Service.
- Subject Matter Expert in the GoA KM System utilized to provide the Service (ServiceNow).
- Knowledge/certification - ITIL and/or COBIT.

- Knowledge of the expected IT services and related future directions of technology in the GoA.
- Knowledge of Alberta Government goals, strategies, priorities and initiatives, particularly as they relate to the mandate of IMT.
- Demonstrated ability to encourage innovative approaches and question existing ones to ensure the most effective and efficient outcomes delivered.
- Demonstrated ability to develop and maintain collaborative working relationships within the organization, across government, and with stakeholders including the ability to balance the needs and interests of these diverse groups and facilitate the delivery of coordinated technology.
- Ability to analyze, evaluate, identify problem areas, and create innovative solutions to address issues identified.
- Excellent communication skills, both verbal and written, including very good consultation, facilitation, and presentation skills.
- Knowledge of privacy and security related legislation.
- Critical thinking, problem-solving, and decision-making skills.
- Ability to prepare professional presentations and training materials and conduct training sessions.
- Ability to investigate, identify, and solve problems quickly and efficiently.
- Strong technical and analytical skills.
- The ability to work well in a team environment, take direction, mentor junior employees, and work within deadlines is essential.
- Strong communication skills are required to explain IT concepts, consult with stakeholders, and provide guidance.
- Excellent proficiency with standard business software tools.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Agility	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Identifies and manages required change and the associated risks: <ul style="list-style-type: none"> • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan 	Able to adapt approach to a situation in an environment where variables frequently change. Able to make decisions and communicate under pressure. Understands barriers and can innovate to overcome challenges.
Develop Self and Others	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Seeks out learning and knowledge-sharing opportunities: <ul style="list-style-type: none"> • Reflects on performance and identifies development opportunities • Takes initiative to stay 	Identifies knowledge gaps and pro-actively seeks learning opportunities. Mentors junior staff members and shares new learnings with team.

		<p>current</p> <ul style="list-style-type: none"> • Shares with the team even when not asked • Actively coaches and mentors direct reports 	
Systems Thinking	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration 	<p>Evaluates potential solutions and considers implications.</p> <p>Understands complex environments and can anticipate how each component could be impacted when making changes.</p>
Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks 	<p>Able to work independently or with a team to resolve complex problems.</p> <p>Pro-actively identifies and implements efficiencies.</p> <p>Performs root cause analysis and identifies preventative measures.</p>

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)