New

Ministry

Technology and Innovation

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Knowledge Management Advisor

Requested 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

Job Purpose and Organizational Context

Why the job exists:

The Infrastructure and Service Management Branch manages, operates, and supports the information management technology (IMT) infrastructure and productivity tools, and oversees the overall provision of technical services, incident response, and IMT service requests for the Government of Alberta (GoA).

The Service Management Team ensures that 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 (KM), Service Communications, Organizational Change Management (OCM), and Training.

Reporting to the Knowledge Management, Communications and Training Manager, the Knowledge Management Advisor is part of the KM team responsible for knowledge management within the ServiceNow application. The position delivers support and operations of KM services, ensuring the delivery of timely and accurate information to consumers. They participate with senior KM Analysts in 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 Knowledge Bases (KB).

Uniquely within the team, the role involves collaborating with service and process owners to deliver consistent,

meaningful communication about Knowledge Management, ensuring GoA staff and stakeholders have the information they need to work effectively. The position provides consultation services, best practices, and advice to teams in support of their contribution to knowledge management.

The advisor will support teams and service owners with KM training and support, to ensure their success. Knowledge management is important because it boosts the efficiency of an organization's decision-making ability, ensuring 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:

The KM Advisor will have a diverse set of responsibilities that include knowledge management governance, process improvement, communication, and training. Here are the key responsibilities:

Knowledge Management Governance:
- Work with the KM team on the ongoing development and improvement of Knowledge Management governance, processes, and procedures.
- Document workflows, templates, processes, and procedures.
- Contribute to and maintain the KM Author and Approver On/Off-Boarding process.
- Assist with the development and coordination of KM training (Self Service Portal Navigation and Author/ Approver Training).
- Facilitate KM training for Service Fulfiller teams and clients.

Process Improvement:
- Collaborate with authors to ensure the GoA KBs are meeting client requirements.
- Work with stakeholders and users to identify current and future requirements.
- Identify and monitor Continual Service Improvements for the services and on delivery.

Communication and Training:
- Develop and promote user help information and how-to guides.
- Maintain and develop client and internal document repositories.
- Maintain and develop web content.
- Develop service development communication and user adoption tools, templates, and processes.
- Ensure compliance with guidelines, GoA and KM best practices, and maintain awareness of knowledge management trends.
- Assess training needs for KM authors and reviewers.
- Design training material, including developing documentation, presentations, and training plans.
- Deliver training related to BERNIE knowledge management.

Problem Solving

Typical problems solved:

The KM Advisor will need to apply good analytical thinking, creativity, and problem-solving abilities to support user adoption of our knowledge management solution. They must be able to work independently, using good judgment and decision-making skills. Typical problems solved include:

- Collaborating with other GoA teams/branches as a contributor and subject matter expert, applying knowledge, skills, and abilities to projects that may affect all employees within the GoA and residents of Alberta.
- Identifying strategies to improve user adoption of the Knowledge Management system among authors and ensuring they are effectively contributing to the knowledge base.
- Developing and implementing initiatives to increase the consumption of knowledge articles by GoA staff, ensuring that the information is accessible, relevant, and useful.
- Addressing challenges related to organizing tasks, setting priorities, responding to changing priorities, and working under deadlines.
- Ensuring that communication and training strategies reflect the unique elements in each engagement to ensure the KM strategy is relevant and effective.
- Identifying issues and risks with proposed KM strategies to ensure key stakeholders have the information they

require at the right time, in a meaningful manner.

Types of guidance available for problem solving:

The KM Advisor will have access to various types of guidance to support problem-solving:
- Team members and the Manager are available for consultation.
- The Service Management Platform Admin Team are available to help address technical problems.
- The Manager is available to support problem-solving and facilitate input from executives as required.

The training and communications teams are available to help brainstorm ideas and suggestions for working with authors who are reluctant to participate.

Direct or indirect impacts of decisions:

The KM Advisor is expected to work within established guidelines and frameworks, applying good discretion when making decisions and providing recommendations. The position works relatively independently and the reputation of the KM team and the KM practice would be affected by mishandled conversations.

The position contributes to the successful delivery and support of many highly complex systems and services for many business areas within the GoA ministries and supports the fulfillment of business needs and continuous business operations. The success of employee self-service relies on quality knowledge articles and our Service Desk agents rely exclusively on information they find in the knowledge bases. This role directly impacts the effectiveness of that information.

Key Relationships

Major stakeholders and purpose of interactions:

The KM Advisor will interact with various stakeholders to ensure the effective implementation and support of Knowledge Management initiatives. Here are the key relationships:
- **KM, Communications & Training Manager**: Daily to weekly interactions for information sharing, receiving direction, giving advice, resolving issues, and status reporting. This is a two-way exchange.
- **Knowledge Management Team**: Daily collaboration for planning, information sharing, support on initiatives, and development of skills and capacity.
- **Service Management Platform Team**: Daily to weekly technical consultation on the ServiceNow platform.
- **ISM/BTO Staff**: Daily interactions for common needs, project collaboration, and information sharing.
- **Ministry Clients (All levels)**: As required, providing consultation, advice, and recommendations; requirements gathering, and project collaboration.
- **Program/Project Steering Committees**: As required, for information sharing and status reporting.
- **Vendors**: As required, for common needs, project collaboration, information sharing, and IMT issue resolution.

Other Jurisdictions: As required, for exchanging 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:

IT, Communications, Marketing

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

Job Specific Experience

The KM Advisor role requires a combination of knowledge, skills, and experience in Knowledge Management, communication, and training. Here are the key job-specific experience requirements:
- **Education and Experience**: A 1-year certificate plus 5 years of experience, or a diploma plus 4 years of experience. Equivalencies will be considered.
- **Knowledge Management Service**: Strong understanding of Knowledge Management Service and the GoA KM System utilized to provide the service (ServiceNow).
- **Certifications**: Knowledge/certification in ITIL and/or COBIT.
- **Government Knowledge**: Knowledge of Alberta Government goals, strategies, priorities, and initiatives, particularly as they relate to the mandate of IMT.

- **Innovative Approaches**: Demonstrated ability to encourage innovative approaches and question existing ones to ensure the most effective and efficient outcomes delivered.
- **Collaborative Relationships**: 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.
- **Problem Solving**: Ability to analyze, evaluate, identify problem areas, and create innovative solutions to address issues identified.
- **Communication Skills**: Excellent communication skills, both verbal and written, including very good consultation, facilitation, and presentation skills.
- **Critical Thinking**: Critical thinking, problem-solving, and decision-making skills.
- **Training Skills**: Ability to prepare create training content, FAQs, handouts, videos and other training materials.
- **Teamwork**: The ability to work well in a team environment, take direction, and work within deadlines is essential.
- **IT Concepts**: Strong communication skills are required to explain IT concepts, consult with stakeholders, and provide guidance.
- **Business Software Proficiency**: Excellent proficiency with standard business software tools.
- **Time Management**: Excellent time management skills are essential.
- **Organizational Skills**: Superior organizational skills, research and analytical skills, tact and diplomacy.
- **Internet Research**: Position requires the ability to conduct internet research.
- **Independent Work**: Position requires the ability to work independently.
- **Creativity and Coaching**: Critical thinking, problem-solving skills, creativity, and coaching skills.
- **Project Team Collaboration**: Ability to work with a project team or business area to understand unfamiliar processes and procedures and adapt them into training materials.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level A B C D E	Level Definition	Examples of how this level best represents the job
Systems Thinking	○ ◉ ○ ○ ○	Considers inter-relationships and emerging trends to attain goals: • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences	
Creative Problem Solving	○ ○ ◉ ○ ○	Engages the community and resources at hand to address issues: • 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	

Agility	○ ○ ○ ◉ ○	Proactively incorporates change into processes: • Creates opportunities for improvement • Is aware of and adapts to changing priorities • Remains objective under pressure and supports others to manage their emotions • Proactively explains impact of change on roles, and integrates change in existing work • Readily adapts plans and practices	
Develop Networks	○ ○ ◉ ○ ○	Leverages relationships to build input and perspective: • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships	
Build Collaborative Environments	○ ○ ◉ ○ ○	Collaborates across functional areas and proactively addresses conflict: • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment	

Benchmarks

List 1-2 potential comparable Government of Alberta: Benchmark

Career and Employment Consultant 023PS62
Technology Development Officer 023PS36
Communications Advisor 023PS66

Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

_____	_____	
Employee Name	Date yyyy-mm-dd	
_____	_____	_____
Supervisor / Manager Name	Date yyyy-mm-dd	Supervisor / Manager Signature
_____	_____	_____
Director / Executive Director Name	Date yyyy-mm-dd	Director / Executive Director Signature
_____	_____	_____
ADM Name	Date yyyy-mm-dd	ADM Signature
_____	_____	_____
DM Name	Date yyyy-mm-dd	DM Signature