Summary

Responsible for building visualizations and providing curation and quality assurance functions for intellectual assets created for the Knowledge Management Portal. Leverages the approved technology platform to assist with design of visualizations, and develops, deploys, and ensures quality and acceptance of the final products. Works closely with the All One Marketing Analytics and Insights teams to optimize the process of deploying visualizations and curating content. This position is also responsible for working closely with Marketing and Research and Development content creators to curate content and define opportunities for building automated processes where applicable. Designs and develops enhancements and improvements as required by the business users and facilitates curation of intellectual knowledge as a critical enterprise practice that is enabled by digital workplace strategies and associated technologies.

Essential Functions

This job description reflects management’s assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned.

- Develops and maintains interactive visualizations using the approved technology stacks.
- Creates visualization training modules and provides training and support to business user communities.
- Provides technical support to business users using the interactive visualizations.
- Maintains the All One Marketing and Research and Development taxonomy.
- Participates in developing standards and governance for how knowledge/information should be shared within the organization.
- Partners with internal IT teams and external vendors to identify and enhance tools.
- Facilitates creation, capture and organization of intellectual assets. Develops SOPs for content creation and tracks adherence to the processes.
- Collaborates with Insights teams to define opportunities to mine knowledge and enable drilling down to relevant information. Studies and documents cultural behaviors that can be used to
understand knowledge management needs, personas, and how to make the undocumented explicit and accessible.

• Implements curation categories and facilitates ongoing curation of intellectual assets.
• Defines automation opportunities of manual routine work using available technology to promote contextual interfaces.
• Facilitates the capture of field observations by evaluating solution options and making recommendations for capture of additional information that will be searchable through the Knowledge Management Portal.
• Contributes to user experience design for more intuitive interfaces that support knowledge management across devices, locations and situations.
• Maintains satisfactory attendance, to include timeliness.
• Responsible for understanding and complying with applicable quality, environmental and safety regulatory considerations. If accountable for the work of others, responsible for ensuring their understanding and compliance.

Supervisory Responsibilities

• N/A

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimum Qualifications

• Bachelor’s degree in Business Administration, Computer Science, Information Technology, Information Science or MIS; OR High School diploma or State-issued equivalency certificate plus 4 years of business applications or computer systems experience reflecting increasing levels of responsibility.
• Experience with database systems/basic SQL at an intermediate level.

Preferred Qualifications

• Bachelor’s degree in Business Administration, Computer Science, Information Technology, Information Science or MIS plus 2 years of business applications or computer systems experience reflecting increasing levels of responsibility.
• Master’s degree.
• Experience with using machine learning, advanced analytics, and content management systems.
• Experience with developing visualizations with BI tools such as Magellan, MicroStrategy, Tableau and open source BIRT.
• Experience with building application simulation training modules using frameworks such as Open Text Personalized help.
• Detail oriented, team player, able to juggle multiple tasks, shifting priorities in a fast-paced work environment, and excellent customer service.
• Effective communication, problem solving and time management skills.
• Skilled in effectively presenting information and responding to questions from groups of managers, clients, customers and the general public.
• Skilled in defining problems, collecting data, establishing facts, and drawing valid conclusions.
• Skilled in interpreting an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
• Possesses knowledge and applies the fundamental concepts, practices and procedures of this particular field of specialization.

Physical Demands
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle or feel and talk or hear. The employee is occasionally required to stand and walk.

Work Environment
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.