

JOB TITLE: Knowledge Management Operations Analyst
DEPARTMENT: IT
SUPERVISOR: Director of Knowledge Management & Research Services
FLSA STATUS: Exempt

SUMMARY: Reporting to the Director of Knowledge Management & Research Services, the Knowledge Management Operations Analyst will lead efforts to implement and curate systems that deliver knowledge to the firm. The Analyst will have responsibility for the content/information architecture, implementation and strategy around the KM Platform and data analytics. This is a great opportunity to deliver new knowledge sharing systems that will have an immediate impact. The ideal candidate will have strong interpersonal, organization, and communication skills, and will be adept at working cross-functionally.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Primary Responsibilities

- Define business requirements, content/information architecture and functional specifications for KM systems
- Lead the development, implementation, curation, and management of the firm's KM Platform (intranet replacement)
- Work collaboratively with stakeholders and user groups to understand business needs
- Partner with internal teams to implement new systems that create greater access to content and tools
- Develop a data extraction and presentation architecture in conjunction with existing and planned business systems, such as Intapp and Aderant, to support data analytics
- Drive management engagement on data consumption
- Maintain active and open communications to encourage knowledge sharing
- Contribute to training and onboarding of KM systems, including roll-out plans, communication materials, and support
- Gather, track and report on the effectiveness of KM systems and identify opportunities for enhancement or modification
- Stay abreast of industry trends, best practices and the product landscape to meet current business challenges and continue to evolve
- All other duties as assigned or required.

Core Competencies and Qualifications

- Strong analytical, critical thinking, and problem solving skills
- Ability to work collaboratively and effectively with stakeholders and user groups
- Excellent interpersonal and communication skills
- High degree of organization with ability to drive projects towards the expected outcomes
- Understanding of user experience and usability principles
- Keen interest in promoting the value of knowledge sharing

EDUCATION/EXPERIENCE:

- 5+ years of experience leading content and information architecture strategy
- Advanced knowledge and experience with KM / intranet technology solutions
- Experience in a law firm or professional services environment preferred
- Bachelor's degree required

This job description is intended to be general and may evolve over time. It is subject to periodic updating and is subject, at the firm's discretion, to the assignment of different or additional duties.

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