

Workplace Experience Knowledge Management Analyst

PeopleSoft Job Code / Title: 7053 / WE Knowledge Management Analyst
Department / Subdepartment: Workplace Experience
Organizational Relationship: Reports to the Workplace Experience Applications Support Manager
FLSA Status: Non-Exempt
UCM Level: N/A
Last Updated: March 22, 2024

General Summary:

The Workplace Experience Knowledge Management Analyst (the "Analyst") plays a crucial role in the strategic development and technical enhancement of the organization's Knowledge Management (KM) systems and assets. He/she leads the on-going creation and day-to-day management of Knowledge Base (KB) articles, which shall include department policies, standards, documents, and work product, as well as other knowledge assets such as forms and templates, intranet sites, and self-service portal content. The Analyst manages priorities and effectively trains to best use of the Knowledge Management systems and communicates complex information to all parties while working closely with other members of the WE Systems team to support department users. This role requires technical acumen and fundamental knowledge of SharePoint and HTML, alongside project management capabilities to drive KM initiatives. He/she must be a self-starter, motivated, highly organized, customer-service oriented and possess excellent writing and communication skills.

Essential Duties and Responsibilities

"Essential duties" are those that an individual must be able to perform with or without reasonable accommodation.

1. Lead the development and maintenance of the Workplace Experience Knowledge Bases.
2. Understand internal and external clients' requests and maintains the skills, knowledge and know-how to clarify requests in order to deliver desired results.
3. Assist with the design and maintenance of the Workplace Experience Intranet and Website document repositories.
4. Gather information provided by SMEs, ensure that published content is clearly articulated and easy to follow and is consistent with the firm's standard style and format.
5. Create, curate, and update learning materials, standards, and workflow documents that support business processes and WE Systems initiatives.
6. Coordinate efforts to ensure timely response to and handling of Knowledge submissions, including new articles, revisions, and feedback.
7. Develop and deliver regular training sessions and materials for KM system users to ensure optimal use of knowledge resources.
8. Review analytics to monitor usage and effectiveness of the Workplace Experience Knowledge assets and evaluate its impact in terms of the organizational benefits.
9. Prepare detailed reports and presentations for senior management that provide insights and recommendations based on analytics data.
10. Help manage client expectations and gain buy-in to deliver results while executing multiple work streams to achieve the assigned objective.
11. Resolve Knowledge Base users queries, and encourage Workplace Experience staff to share knowledge effectively and efficiently.

12. Coordinate regular reviews of Knowledge platform work product to ensure published content is relevant, accurate and up to date.
13. Lead KM projects, including establishing timelines and deliverables, and report on progress to stakeholders and leadership. Use Change Management protocols to transition technical updates into production environment.
14. Coordinate with staff and leadership from the Workplace Experience and other global departments to ensure the Workplace Experience Knowledge platform is consistent with the firm standard and the needs of our users.
15. Perform system administration tasks, including user access management.
16. Offer high-level technical support and troubleshooting for KM-related issues, particularly within ServiceNow.
17. Participate as a member of Workplace Experience project teams.
18. Promote effective work practices and team work.

Knowledge, Skills, and Abilities

- In-depth knowledge of ServiceNow, SharePoint, HTML, iManage, and other KM and web development tools.
- Strong knowledge of Microsoft Office applications.
- Ability to learn quickly and adapt to new customizations and new software as the firm rolls it out.
- Excellent oral and written communications skills. Some knowledge of foreign languages and customs a plus.
- Ability to produce clear and effective training materials and reports.
- Ability to learn new applications and concepts quickly in order to test and support new applications the firm will roll out in the future.
- Ability to think logically and have an analytical mind in order to diagnose problems and bring about rapid resolutions.
- Self-motivated and ability to work independently, when needed.
- Ability to work flexibly and multi-task in a high-pressure environment.
- Ability to display a courteous and helpful attitude at all times.
- Ability to be a team player in order to work collaboratively with a highly skilled technology team.
- Ability to handle confidential and sensitive information with the appropriate discretion.

Position Specifications

Work Experience

- Minimum of three (3) years' of experience in knowledge management, with significant expertise in managing ServiceNow knowledge bases
- Minimum of three (3) years' of computer-based customer support experience

Education

- High school diploma or equivalent required

Working Conditions and Physical Demands

- Frequently move (e.g., walk) around the office
- Spend extensive time using a computer, including use of a PC keyboard and mouse or similar data input devices required
- Travel may be required
- All Latham & Watkins positions are in a typical indoor office environment

The statements contained in this position description are not necessarily all-inclusive; additional duties may be assigned, and requirements may vary from time to time, and from location to location.