Knowledge Analytics Specialist
Job Description

Who we are

We are a seasoned team of knowledge experts that focus on the overall usability of support sites and the quality of the content within. We offer an unmatched and unbiased outside view from the customer and user perspective to provide insight into their true experience.

Each team member has years of content quality assurance, writing, and editing experience and are experts on many of the top content and knowledge management systems.

We take pride in our ability to understand the scope of the work that needs to be done, quickly develop an understanding of our client's unique environment, and then deliver results on time and within budget.

What we do

We help leading companies improve their support sites and customer experience, while reducing support costs.

Knowledge is among the most valuable assets of any enterprise. Effectively extending knowledge to customers, support agents, and employees drives satisfaction, efficiency, and cost savings, but fully realizing these benefits can be elusive. We help leading companies leverage their knowledge, making it available to the right people at the right time, authored for maximum consumability. Our services span consulting at the program level on strategy, best practices, and governance to hands-on content authoring and optimization.

Responsibilities

The Knowledge Analytics Specialist will help clients define priorities, create a vision and a reason to act, define specific actionable steps to take, and provide guidance on how to optimize technology, process, people, and measurements. Maintain relevant information on the client organization, goals, success criteria, metrics and progress and to keep clients informed of development and status.

- Support knowledge articles through gap analysis, identifying root cause and implementing solutions that optimize the user experience

- Collect and interpret collected data to compile dashboard reports that optimize and influence strategy, process, and design in support of business needs and priorities
- Leverage knowledge and system data to inform design and configuration of support systems for maximum usability and adoption
- Work with groups and subject matter/domain experts throughout the organization to support individual and local information search and retrieval goals
- Troubleshoot problems – both in data collection and customer usage within support sites
- Contribute to, and work in cooperation with, other standards and business process groups throughout the organization
- Work with clients to establish measureable business objectives for content projects
- Develop and manage the workflow data collection processes for the knowledge management tool
- Analyze the individual parts of an overall project to form a holistic view of the end state with emphasis on creating and recording new processes, tasks and documentation

Required Experience

- Proven experience of Knowledge Management processes
- Deep experience with collecting, analyzing ,interpreting and presenting system and user data
- Has assisted clients with optimization strategies within the knowledge technology that measure and increase audience engagement
- Proven ability to acquire targeted data from disparate systems and client resources
- Proven experience interacting with highly technical resources to communicate data needs
- Working knowledge and familiarity of SQL, Webtrends, Google Analytics and other analytics software
- Experience with Tableau is a plus
- Excellent presentation and data visualization skills
- Strong technical writing and copy editing skills
- Demonstrated strong organizational skills with attention to detail; strong analytical skills; and strong time management skills

- Experience leading cross functional work teams; delegating responsibilities; providing direction and motivation to others
- Demonstrated experience with identifying, tracking and managing project issues / challenges and ensure they are reported on and resolved in a timely manner
- Demonstrated experience with service management tools, workflow, case and incident management systems
- Proven ability to be detail, deadline, and results-oriented
- Ability to manage competing priorities and workflow

Qualifications

- 5-7 years of experience in analytics field with knowledge management and customer support systems
- Experience working in a support field like customer service, call center, or IT help desk environment
- Bachelor's Degree
- Advanced proficiency with Microsoft programs including Word, Excel, and PowerPoint.
- Access to and proficiency with personal computer (PC) and communication technology (Skype, Google hangouts, etc.)
- Reliable Internet access, a PC, and telephone

This is a virtual contract position with the potential of a temp-to-perm employment opportunity. You should be comfortable working remotely from your home office.

To Apply

Email your resume to jointheteam@irrevo.com.