Knowledge Engineer III
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 include:

The Knowledge Management Team Lead will assist in the creation and optimization of knowledge articles and support site content.

- Develop, maintain and continually improve:
  - The knowledgebase content, taxonomy and organization
  - The processes for managing knowledge
  - The processes around the creation and use of knowledge

- Optimize knowledge articles for our clients through gap analysis, metric evaluations, working with SMEs, editing, and publishing to our client's knowledge base
- Work with groups and subject matter experts throughout the organization to support individual and local information search and retrieval needs.
- Contribute, build and implement SEO best practices for the knowledge base articles
- Support business initiatives and goals and map knowledge impacts and implement change/solutions
- Work with our clients to establish business objectives for content projects
- Define and document Knowledge Management processes, procedures, and identify/track measures
- 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
- Mentor team members and provide feedback to ensure overall team success
- Be the point of contact for client direction, projects and coordination of team assignments

Required Experience

- Proven experience of Knowledge Management practices and processes
- Possess strong technical writing and copy editing skills; Preparing, rewriting and editing copy to improve readability
- 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
- Proven ability to be detail, deadline, and results-oriented
- Proven successful experience as independent contributor with ability to drive change
- Ability to manage multiple priorities and workflows

Qualifications

- Bachelor's Degree and/or equivalent work experience
- 5-7 years of experience in content management and/or process analytics field.
- Leadership or management experience
- Experience working in a customer service, call center, or IT help desk environment
  Demonstrated proficiency with Microsoft programs including Word, Excel, and PowerPoint
- Access to, and proficiency with personal computer (PC)
- 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.