Knowledge Manager, Senior Business Systems Analyst

Position Summary

The Knowledge Manager/Senior Business Systems Analyst is a key, wide-ranging position that uses a mix of collaborative, library, planning, and technology skills to lead and oversee the optimum architecture, configuration, and usability of multiple knowledge and information assets and systems to support IPA staff and mission needs. The Knowledge Manager/Business Systems Analyst participates at multiple levels in strategic, tactical, and operational activities including creating policies and processes, gathering and analyzing requirements, mapping of as-is and to-be states, systems and repository configuration, project and change management, analysis and delivery, and ongoing L3 support.

Job Summary:

IPA seeks a Knowledge Manager/Senior Business Systems Analyst to join our team and oversee all knowledge-related activities, including the management, capturing, sharing and accessibility of knowledge assets at IPA. Working with internal and external stakeholders, they develop and implement strategies, processes, change management, and systems to source, capture, share, and leverage knowledge assets across the organization to enhance IPA’s culture of knowledge usage.

Responsibilities

Knowledge and Information Management

- Partner with stakeholders throughout IPA to plan, manage and implement knowledge management services, strategies, policies, and procedures to capture, organize, and share information and knowledge within the organization.

- Design and structure ontologies, metadata, repositories, databases, and systems to ensure the findability, accessibility, and usability of information and knowledge at IPA.

- Structure and manage IPA staff access to existing and new external online repositories and knowledge sources.
• Facilitate knowledge sharing and collaboration among employees and teams through training, workshops, and other communication channels.

• Develop and deliver training and communication plans to promote digital workplace adoption and proficiency.

• Collaborate with staff to develop and support content creation standards for IPA staff.

**Digital Workplace Management**

• Lead product management of a user-friendly and useful digital workplace environment, including intranet, collaboration tools, and other digital platforms.

• Ensure compliance with IPA data protection, privacy, and security regulations and policies.

• Analyze and report on digital workplace metrics to monitor the progress of a knowledge management strategy and drive continuous improvement.

• Develop and execute test plans for knowledge systems change.

**Project and Change Management**

• Conduct user research, surveys, and feedback analysis to understand IPA needs related to the digital workplace and knowledge management systems.

• Participate as a subject matter expert or sponsor in projects related to the digital workplace and knowledge management.

• Develop and participate in change management planning and execution.

• Providing relevant coaching, training and support to champion a knowledge management culture.
• Collaborate with technology and business staff to configure and document systems, processes, services, and information flows.

General

• Monitor and analyze industry trends and best practices related to knowledge management and recommend new approaches and technologies to enhance knowledge management practices.

Qualifications

• Bachelor's degree or equivalent experience in library science, information science, knowledge management, digital workplace technology, or a related field.

• 2+ years of experience in developing and implementing knowledge management strategies, practices, principles, tools, and policies.

• 2+ years of experience implementing / managing / supporting knowledge management aspects of enterprise level digital workplace systems such as Google Workplace, Office 365, Box, Intranets.

• 5+ years of gathering, analyzing, and implementing business, functional, and technical requirements in multiple formats, from analysis of current state through implementation of conceptual to-be states.

• Experience with the support, analysis, documentation, administration, and change management for delivery of global enterprise processes, services, and systems with substantial numbers of users across global time zones.

• Ability to communicate clearly, concisely, and effectively in both verbal (i.e. day-to-day discussions, team meetings, workshops) and written (requirements, design specifications, reports) form.

• Good active listening skills and strong attention to detail.

• Strong analytic curiosity and innovative problem-solving skills using a systems-thinking and evidence-driven approach.

• Proven ability to work both independently and in a dynamic, collaborative, cross-functional team structure.

• Proven ability to establish and maintain working relationships across all departments and levels of the organization.
Preferred Skills

• Experience with international nonprofits / NGOs.
• Experience in designing and delivering knowledge management training and workshops.
• Knowledge of data protection, privacy, and security regulations and policies.
• MS in Information Technology, Library Science, or MBA.
• Experience with data modeling and business intelligence tools

Physical Requirements

• Standard Office Work Environment

About IPA

Innovations for Poverty Action (IPA) is a research and policy nonprofit that discovers and promotes effective solutions to global poverty problems. IPA brings together researchers and decision-makers to design, rigorously evaluate, and refine these solutions and their applications, ensuring that the evidence created is used to improve the lives of the world’s poor. In recent decades, trillions of dollars have been spent on programs designed to reduce global poverty, but clear evidence of which programs succeed is rare, and when evidence does exist, decision-makers often do not know about it. IPA exists to bring together leading researchers and these decision-makers to ensure that the evidence we create leads to a tangible impact on the world. Since its founding in 2002, IPA has worked with over 600 leading academics to conduct over 900 evaluations in 52 countries. This research has informed hundreds of successful programs that now impact millions of individuals worldwide.

IPA’s Commitment to Diversity, Equity, & Inclusion (DEI)

As an organization, IPA is dedicated to improving the lives of the world's most vulnerable populations through evidence and policy. We also recognize how important it is for our staff to reflect the diversity of the places where we work and the communities we work with. As such, IPA is committed to hiring from a diverse pool of candidates, from a range of backgrounds, beliefs, experiences, and perspectives. We know that this makes our work stronger and more responsive to the challenges faced by those we work with and for and we encourage people from historically underrepresented groups to apply. Click here to learn more about IPA’s commitment to diversity, equity, and inclusion.

Reports to

Senior Director, Technology

Desired Start Date

As soon as possible and no later than September 1, 2023
Compensation:
IPA's compensation structure is designed based on the labor market for the specific geographic location where the employee is located. We are offering the following salary ranges for this position:
- Senior Business Analyst is classified as "C3" on IPA's global job structure.
- For US-based employees, the starting annual gross salary is $75,000 with a maximum of $105,000.
- The salary for locations outside of the US will vary depending on IPA's salary scale ranges for that specific location.

Actual base salary may vary based upon, but not limited to, relevant experience, base salary of internal peers, business sector, and geographic location.

Application Instructions

Apply Now

Location

Within the U.S. where our IPA offices are located or registered (AZ, CA, CT, DC, FL, GA, IA, IL, MA, MD, MN, NC, NJ, NY, PA, TX, VA, WA, WV)

Innovations for Poverty Action is an affirmative action-equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, protected veteran status, or any other protected class. IPA will endeavor to make a reasonable accommodation to a qualified applicant with a disability unless the accommodation would impose an undue hardship on the operation of our business. If you believe you require such assistance to complete this form or to participate in an interview, please contact us at jobs@poverty-action.org or via phone at 1-202-386-6200. The above statements are intended to describe the general nature and level of the work to be performed by the specified position. The statements are not intended to be an exhaustive list of all possible duties, tasks, and responsibilities. Management reserves the right to amend and change responsibilities to meet organizational needs as necessary. Please note that IPA will never request any form of payment from an applicant. Applicants are encouraged to confirm the information listed above with IPA prior to releasing any extensive personal information to the organization. Please direct questions to jobs@poverty-action.org. Please note that only qualified applicants will be contacted by the hiring manager.