

Currently, for our client (electrotechnical industry), we are looking for people for the position of Knowledge Management Specialist (m/f).

Knowledge Management Specialist (m/f)

Miejsce pracy: Warszawa (mazowieckie) Numer referencyjny: a0taV000013U0c9QAG/jobs.pl

Opis stanowiska:

Tasks:

- manage the end-to-end knowledge lifecycle aligned with AI-readiness, including article creation, reviews, approvals, updates, translations, and retirement,
- drive knowledge governance activities, including expired article management, content quality reviews, and compliance monitoring,
- partner with Authors, Subject Matter Experts, Knowledge Managers and Knowledge Owners to ensure knowledge content remains accurate, relevant and user-friendly,
- provide advisory, training, and support to Authors, Knowledge Owners, and stakeholders on knowledge management processes and tools,
- support the implementation and adoption of Knowledge-Centered Service (KCS) methodology and best practices,
- monitor and coordinate Knowledge Feedback Tasks, ensuring timely resolution and appropriate stakeholder engagement,
- conduct knowledge gap analysis using feedback, employee inquiries, virtual assistant transcript reviews, and operational insights,
- develop and maintain documentation to support standardization and operational excellence,
- create and maintain knowledge management reports, dashboards, KPI tracking files, and performance metrics,
- coordinate translation activities,
- manage and support HR Knowledge Community, fostering collaboration and knowledge sharing across teams,
- create knowledge-related communications and awareness materials.

Wymagania:

Requirements:

- interest in HR, digital tools & digital content management,
- strong analytical skills with the ability to interpret data and translate insights into actionable recommendations,
- excellent written and verbal communication skills in English,
- experience working with AI tools, including conversational chatbots and SharePoint, Microsoft 365, as well as ServiceNow Knowledge Management,
- strong stakeholder management and collaboration skills in a global environment,
- ability to manage multiple priorities and work independently,
- strong attention to detail, organizational skills, and problem-solving abilities.

Oferujemy:

We offer:

- employment contract,
- hybrid work model with the opportunity to work fully remotely,
- opportunity to gain experience in a company with an established position in the international market,
- non-wage benefits (medical care, sports card etc.).

Kontakt:

Agencja zatrudnienia Trenkwalder & Partner Sp. z o.o., nr cert. 388. Osoby zainteresowane prosimy o przesyłanie aplikacji klikając w przycisk aplikowania.

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