

KNOWLEDGE MANAGER

Young Conaway Stargatt & Taylor, LLP is seeking an experienced Knowledge Manager. The Knowledge Manager (KM) reports to the KM and Library Partner and Chief Operating Officer and plays a leading role in the collection, management and organization of the firm's physical and electronic research resources and intellectual property. The KM is responsible for organizing the information accumulated when attorneys work on cases to ensure that it is available to other practice section members doing similar work. Ultimately, the KM's job is to make an attorney's job as easy, efficient and effective as possible. The KM promotes the use of collaborative tools to facilitate sharing of ideas and work among internal teams. The KM maintains the firm's library collection, supervises library admin professionals, coordinates knowledge management (KM) initiatives, including development and maintenance of the firm's knowledge banks and intranet resources.

This is an exempt full-time position with an opportunity to work remotely on Mondays and Fridays upon successful completion of the 90-day orientation period.

DAILY RESPONSIBILITIES include, but are not limited to:

1. Develop, implement and promote KM initiatives.
2. Create, maintain and enhance processes for knowledge capture.
3. Maintain an internal portal/intranet to allow attorneys and administrative professionals to have information at their fingertips. Maintain the office directory and maps on the intranet.
4. Maintain business processes to ensure that information is retrievable and reusable.
5. Setting up/maintaining data and information systems for practice areas and administrative departments. Ensure consistent and current content on all portals of knowledge used by our internal team members enabling them to more effectively provide outstanding service to their clients on a day-to-day basis.
6. Manage vendor relationships and serve as a point of contact for representatives of physical and electronic research vendors.
7. Manage the budget, develop standards for collection development and cost recoveries, oversee the Firm's knowledge collection and acquisition policies; process invoices accordingly.
8. Collaborate with IT department to leverage technology and automation for better knowledge capture, retrieval and dissemination.
9. Educate attorneys and administrative professionals on availability, benefit and use of knowledge management resources to support legal and business research.
10. Develop materials and presentations to enhance the search skills of all personnel and participate in the selection of search engines, document management systems and other databases.
11. Manage the library collection and the staff who help maintain the collection.

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12. Stay updated with industry best practices and emerging trends in knowledge management, continuously refining knowledge management strategies and approaches.
13. Other admin projects as assigned.

POSITION REQUIREMENTS:

1. A four-year degree required, preferably in Information Systems/Information Technology/Computer Science, Library Science, Business Management or related disciplines.
2. Prior experience in a law firm environment managing a library and/or KM resources preferred.
3. Prior experience in consulting, research and analysis, knowledge management, strategic planning.
4. Proven proficiency in online research and database and web technology, workflow processes and collaboration applications, integrated library and document management systems.
5. Advanced skills in Microsoft Office Suite applications and SharePoint or relevant transferrable skills. Microsoft SharePoint development skills preferred.
6. Demonstrated knowledge of best practices and current trends and issues in applying information technology to knowledge management.
7. High degree of professionalism with a strong customer service orientation, commitment to meeting deadlines, and ability to multitask in a fast-paced and dynamic environment. Proven track record of being responsive and detail oriented, along with a strong work ethic.
8. Outstanding analytical, organizational and communication skills, both written and verbal, proven track record of using creative, "outside the box" and strong analytical skills to solve problems. Flexible attitude and ability to interact with a diverse user community and changing environment.
9. Ability to facilitate and coordinate the development of training materials, tools, and approaches according to Firm needs and best practices.
10. Proven ability to build collaborative relationships and function well in a team environment while being self-motivated and working independently.

We provide competitive pay, a generous benefits package (including medical, prescription and dental plans without waiting period, and parking/commuting allowance) and a professional environment with numerous opportunities for professional experience and growth.

To be considered for this exciting and rewarding opportunity, e-mail your resume to admin_jobs@ycst.com. Please be sure to include your salary requirements.

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