

Time Services Delivery Knowledge Management Senior Expert

Job ID
REQ-10029333
Jan 08, 2025
India

Summary

Location: Hyderabad #LI Hybrid

About the role:

The role has the overall responsibility for ensuring the suitability of the Knowledge Management process to the organization for Time Service Delivery Processes in scope of Workday and Workforce system implementation.

About the Role

Job Description

Key Responsibilities:

- Sponsors the process by ensuring the Knowledge Manager has adequate resources to design the Knowledge Management process to conform to best practices and meet the needs of the organization
- Arbitrates in any dispute over the allocation of responsibilities and sponsors the communication campaign to promote awareness and acceptance of the Knowledge Management process
- Provides the description, mission statement, roadmap, strategy, process objectives, and metrics to measure success and obtain formal approval for the Knowledge Management process and its associated procedures
- Monitors and reviews the execution of the Knowledge Management process at a high-level, ensures it remains consistent with the organization's current culture and IT Service Management strategy, and ensures coordination with all other IT processes. Participates in the IT Governance activities
- Deploys the process and related methods and techniques. Evaluates performance metrics against the defined critical success factors, institutes actions to correct shortcomings or further streamline the process, and prioritizes expansion activities. Determines Service Lifecycle information requirements
- Reviews and audits the process and its techniques and methods to ensure they are continuously improved. Interfaces with other processes and/or business functions to ensure processes are put in place to capture data, information and knowledge and leverage benefits provided by the Knowledge Management process.
- Accountable for Knowledge Contents and the quantity and quality of knowledge and the effectiveness of its use. Directs and schedules the training of staff and Knowledge Management Champions. Evaluates performance metrics against the defined critical success factors and institutes actions to correct shortcomings.
- Approves Knowledge Submissions for assigned area. Assists in establishing and improving the processes . Ensures targets (by group) are reached for the quality and the quantity of knowledge.

Advocates Knowledge Management use and contributions within the group. Reports on performance metrics. Responds to Knowledge Feedback

- Works with the Knowledge Manager and other Knowledge Champions to review and audit/self-assess the process and its techniques and method. Assists in providing guidance and input into the Knowledge Management strategy
- Provides ongoing support and training for users (implementations/Q & A/ Tier I support). Maintains Knowledge within the KM Database. Requests Changes and additions to the Knowledge Management System via the Change Management process. Prepares documentation for new or existing Knowledge.

Essential Requirements:

- Bachelor/Master degree in HR/Accounting/ Business or related field is preferred (Master degree is preferred).
- 5+ years of experience in a transformation program or Knowledge Management role. Experience in Time Operations is an advantage
- Experience leading a small size teams is a plus, Work experience in virtual/remote teams preferred
- Proficiency in use of Microsoft Office; advanced Excel skills
- Comfortable working in a complex and rapidly changing work environment

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Division

People & Organization

Business Unit

CTS

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Human Resources

Job Type

Full time

Employment Type

Regular

Shift Work

No

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