Knowledge Management Analyst (ITS)
Job Description

JOB INFORMATION

Job Code:	166751
Job Title:	Knowledge Management Analyst (ITS)
FLSA Status:	Non-Exempt
Supervisory:	
Job Family:	Computer Service/Support
Job Family Group:	Information Technology
Management Level:	7 Individual Contributor

JOB SUMMARY

Assists the development of knowledge management programs and activities to continuously improve the ITS customer service experience. Enables the ITS Level One support team to deliver the highest quality of service to a broad range of campus customers by establishing standard operating procedures and service standards. Directly processes intake queues, and monitors service metrics. Demonstrates ITS values in action.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree		
	X	Bachelor's degree	Business Administration	Or
	X	Bachelor's degree	Communication	Or
	X	Bachelor's degree	Computer Information Systems	Or
	X	Bachelor's degree	Information Science	Or
	X	Bachelor's degree	in related field(s)	

Additional Education

Check here if experience may substitute for some of the above education.

	Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level	
X		2 years		
	X	4 years		

Additional Work Experience

Check here if education may substitute for some of the above work experience.

	Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Extensive experience with Office 365, knowledge management programs, and front-line IT support.
X		Thorough understanding of business processes within information technology environments, and the ability to work with large, complex systems.
X		Demonstrated experience with and thorough understanding of ITIL service management processes, with relevant experience and expertise in knowledge management.
X		Experience with ServiceNow or similar IT service management tools.
X		Thorough understanding of higher education institutions and staff.
X		Excellent written and oral communication skills.
X		Strong collaboration and documentation skills, and proven ability to develop positive working relationships and strong rapport with team members.
	X	Experience providing direct support with identity management, financial IT services, two-factor authentication and/or network monitoring tools.
	X	Experience in higher education.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Assists in managing the ITS knowledge base library by developing and updating knowledge, consolidating duplicate articles, and retiring stale or inaccurate content. Develops strategies and materials for reviewing content, coaching contributors, and ensuring information is captured and stored accessibly. Updates the ITS knowledge taxonomy, organizing data, establishing file structures, and evaluating and improving key knowledge metrics.				
Develops and publishes ITS social media content, controls access for accounts, and manages third-party application integration. Processes and responds to customer issues submitted via social media and service portals, investigating, troubleshooting, and resolving a range of escalated business processes and technology related incidents. Coordinates with technical teams (e.g., infrastructure, security) to develop knowledge for Level One staff, enabling the release, support, and troubleshooting of services.				
Builds and maintains collaborative relationships with team members, peers, and ITS leaders, supporting programs and activities to recognize knowledge contributors, collaborators, and mentors. Actively embodies ITS values and behaviors (e.g., accountability, customer service). Contributes to a culture of trust and transparency by sharing information broadly, openly, and deliberately. Works closely with team members and management to implement and support effective solutions for knowledge management. Maintains currency with technology, standards, and best practices to support process improvement efforts within the team and across ITS.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/

Campus Security Authority (CSA)	*Essential:*
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/	No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

_____   _____   _____
Print Employee Name   Signature   Date

_____   _____   _____
Print Manager Name   Signature   Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills,
duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.