



OVERVIEW:

This position would play a critical role in managing the knowledge management process for the office. The position would direct and manage all transfer of knowledge activities so that knowledge transfer is in place. The position would report to the office management team (office director and assistant directors) on progress and work directly with the supervisors in the office. Specific duties would include:

- Interviewing supervisors to identify skills/competencies and abilities needed to complete current and future work in their unit. (Discuss important initiatives/projects in the work unit, including new initiatives, risk, and challenges).
- Mapping current staff and their skills on a "knowledge grid" to determine staff skill gaps, overuse of staff, underuse of staff, etc.
- Conduct a skill gap assessment for the unit (what skills are missing, who needs to be developed, who should be mentored, what work can wait?)
- Identifying staff with expertise/connection/process knowledge that needs to be captured and preserved for transfer to someone else.
- Determining a process (or tools) for capturing knowledge with each staff person identified as needing knowledge capture, including timeline and due dates for accomplishing the task.
- Creating a plan for providing critical information to those who need it (staff taking on new projects, staff development opportunities, hiring new staff).
- Developing a program for transfer of knowledge for office staff which includes performance measures for program success and an evaluation loop (i.e. review percentage of information captured at the beginning and the end of the project to show change and completion, etc.)

WHAT YOU WILL LEARN:

You will learn the concepts and language used in the work force today concerning succession planning and transferring of knowledge. As the workforce ages, and new staff don't stay at a single job for very long, transfer of knowledge and identification of those skills and abilities is becoming very important. You will work with a variety of tools developed to help and office transfer knowledge. You will also gain experience working with top management in an office and the issues they face in planning for tomorrow's workforce. You will end your tenure with a product (program) and a thorough knowledge of the critical areas important to the office and to the agency in general.

WHAT WE REQUIRE:

Education/ Knowledge, Skills & Abilities

High level thinking ability. High level problem solving. High level program development skills. Communication skills. Independent worker, requiring little supervision. Good writing ability.

ADDITIONAL INFORMATION:

Will also be working with other agency offices as needed (i.e. HR) and other agencies (MMB).

The State of Minnesota is an equal opportunity, affirmative action, and veteran-friendly employer, and encourages all qualified candidates to apply for job opportunities. If you are an individual with a disability who needs assistance or cannot access the online job application and search tools, please contact the job information line at 651.259.3637. Please indicate what assistance is needed.