POSITION DESCRIPTION

Position Title: Knowledge Base Manager
Organisation Unit: Information Technology Services
Position Number: 
Type of Employment: Fixed term for 12 months, full-time
Classification: Hew Level 7

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks well within the top 100 universities worldwide, measured through a number of major independent university rankings: the Academic Ranking of World Universities, Times Higher Education World University Rankings, US News Best Global Universities Rankings, QS World University Rankings and Performance Ranking of Scientific Papers for World Universities, and is indeed in the top 50 in some of these rankings. In 2013, UQ attracted more Australian Research Council funding than any other Australian university or research body.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience –the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more Australian Teaching and Learning Council Awards for Teaching Excellence than any other in the country and attracting the majority of Queensland’s highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, and a founding member of Universitas 21, an international consortium of leading research-intensive universities. UQ is also the largest university in Queensland.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 215,000-plus alumni. The University has more than 7,000 academic and professional staff and a $1.6 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to
teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.

Organisational Environment

The Division of Information Technology Services (ITS) at The University of Queensland provides an information environment that supports the teaching, learning, research and engagement objectives of the University and contributes positively to the student experience and the University’s reputation, in line with our values of Service, Team, Accountability and Results. It comprises three major sections located across the University’s campuses: Academic Services, Enterprise Support and University Networks. Also located within ITS is the internationally recognised network security group, AusCERT, which provides internet security services throughout Australia and New Zealand. ITS manages core networks not only for the whole of The University of Queensland but also, on behalf of the Queensland Regional Network Organisation (QRNO), works with Queensland universities to manage access to the national university network (AARNet). ITS also operates Supercomputers and many of the University’s largest servers.

For further information visit our website [www.its.uq.edu.au](http://www.its.uq.edu.au)

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - [http://www.uq.edu.au/current-staff/working-at-uq](http://www.uq.edu.au/current-staff/working-at-uq)

DUTY STATEMENT

Primary Purpose of Position

This role is responsible for managing The University of Queensland’s Knowledge Base, keeping this information correct, relevant and easily accessed by users. The Knowledge Base (KB) Manager will translate user needs into knowledge requirements and manage the format and language of explicit knowledge so that users can more easily utilize it. The KB Manager will review the current knowledge base structure and governance as well as design new knowledge distribution policies and encourage use of the new practices.

Organisational Relationships

The position reports to the Manager, CRM and Records Management, and may be required to direct other professional or technical staff on work relating to specific tasks or projects.
Duties

Duties and responsibilities include, but are not limited to:

- Maintaining and expanding a database of pre-written content to help members of the UQ community resolve enquiries.
- Define and optimise the database structure ensuring the accuracy of answers/documents and ease of access.
- Interact with the staff members, unit managers and students to understand the questions and answers that populate the Knowledge Base. Act as a mediator to answer the queries of the clients and staff about the knowledge management products and practices.
- Encourage staff to create and share knowledge effectively and efficiently.
- Monitor and evaluate the knowledge base, including external benchmarking and evaluation programs/opportunities. Schedule regular reviews of the knowledge base to identify areas that need to be updated / expanded.
- Analysing the effectiveness of the knowledge management system by observing its usage and evaluate its impact in terms of the organizational benefits.
- Motivate and manage SMEs to ensure commitment to updating content on a pre-agreed cycle.

Key Selection Criteria

- Demonstrated familiarity working with information and database structures
- Experience in establishing effective partnerships
- Strong analytical and management skills, good communications and expert planning skills
- Leadership quality and ability to supervise and guide the employees
- Ability to maintain constructive work relationships
- Ability to identify and work with relevant subject matter experts (SME) within the business who are owners of the pre-written content.

Preferable

- Experience working in Higher Education

Job Attributes

Communications: Ability to get consensus and collaboration across many business units; ability to explain complex concepts in layman's language; ability to generate enthusiasm; ability to communicate with all levels of management and staff.

Client Orientation: Understands clients' needs and concerns; responds promptly and effectively to client needs; Customizes services and products as appropriate.

Drive for Results: Makes things happen; proactive; balances "analysis" with "doing"; sets high standards for self; commits to organizational goals.
Teamwork: Collaborates with others in own unit and across boundaries; acknowledges others' contributions; works effectively with individuals of different culture and gender; willing to seek help as needed. Influencing and resolving differences across organizational boundaries: Gaining support and commitment from others even without formal authority; resolving differences by determining needs and forging solutions that benefit all parties; promoting collaboration and facilitating teamwork across organizational boundaries.

Learning and knowledge sharing: open to new ideas; shares own knowledge; applies knowledge in daily work; builds partnerships for learning and knowledge sharing

Analytical Thinking and Decisive Judgment: analysing issues and problems systematically, gathering broad and balanced input, drawing sound conclusions and translating conclusions into timely decisions and actions.

Other
Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:

- the University's Code of Conduct
- requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or Institute/School
- the adoption sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures
- requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related responsibilities and procedures developed by the University

Some positions may require the incumbents to work rotating shifts with appropriate allowances, or on a rotating roster not involving shift work as such. Some positions may require the incumbent to be available on-call outside of working hours, subject to payment of the prescribed allowance and overtime penalties if necessary. While staff will have a campus nominated as their principal campus, they may be required to work at any University Campus subject to the Travel and Transfer Policy (http://ppl.app.uq.edu.au/content/5.43.09-transfer-and-travel-between-university-locations).

The University of Queensland is committed to equity, diversity and inclusion.