### JOB DESCRIPTION AND EXPECTATIONS

**JOB TITLE:** Knowledge Management & Data Specialist  
**DEPARTMENT:** Office in Support of Institutional Effectiveness  
**STATUS:** TBD  
**REPORTS TO:** Reports to Dean of the Office in Support of Institutional Effectiveness  

**JOB SUMMARY:** The Knowledge Management & Data Specialist is responsible for activities related to knowledge management and data management processes including, but not limited to: document management, data capture, data management, workflow, data warehousing, decision support, information dissemination, and facilitating interdepartmental collaborations.

### JOB RESPONSIBILITIES

The Knowledge Management & Data Specialist shall:

- Use knowledge building, knowledge sharing, and knowledge management skills to promote a sharing and learning culture
- Promote initiatives to identify, create, and share knowledge relevant to solving issues and maximizing opportunities and effectiveness
- Oversee updates to relevant documents as a result of process and technology changes
- Facilitate discovery sessions and conduct needs assessments to identify institutional knowledge management needs and establish and implement a plan of action for ensuring identified needs are met
- Document query & report criteria to ensure consistent application of methodology in future projects and to improve departmental processes
- Be responsible for ensuring data management activities support long-term needs of SCU
- Make sound judgments to ensure accurate data entry processes are implemented related to faculty, students, finances, and organizational characteristics
- Working with appropriate stakeholders, including Information Technology personnel, provide expertise and guidance on the development of an institutional data warehouse
- Direct efforts to apply knowledge management and data management best practices into core activities and projects as appropriate
- Identify, design, and execute training sessions and/or resources related to knowledge management and data management planning and best practices
- Promote knowledge management as the governing philosophy in regard to documentation and dissemination of data, information, and knowledge to internal and external constituents
- Establish and implement appropriate meta-data standards for data and knowledge management
- Manage collaborations across departments to ensure ongoing effective data capture, knowledge management, and interdepartmental communication about relevant processes
• Lead, schedule, and/or participate in meetings and committees as needed or required
• Serve as the institutional representative for knowledge management and data management processes
• Assist the Dean in developing, updating, and providing training to faculty, staff, and all University constituents to promote awareness and understanding in the IE and assessment processes relating to collecting, interpreting, and using information and data for further institutional improvement
• Supervise student workers
• Additional tasks as assigned

Other Essential Job Functions
In addition to the job responsibilities described above, the Knowledge Management & Data Specialist will be expected to exhibit the following skills:
• Ability to manipulate data sets using Excel (&/or other related software)
• Ability to extract data from databases; experience with Cognos a plus
• Excellent writing and communication skills
• Strong interpersonal skills with a high emotional IQ
• Display a high degree of discretion regarding institutional data, processes, and related information
• Detail-oriented and ability to remain organized and prioritize multiple deadlines
• Ability to work independently and be a resourceful problem solver in order to complete assignments and projects as per defined timelines

Expectations of SCU Employees
The SCU President’s Cabinet has identified a set of values and attributes that are bare minimums for employment, those that are core to who we are as a university, and values to which we aspire. Further identified are qualities and attributes desirable for employees in general, and senior leadership specifically. This is in harmony with principles found in The Advantage, by Patrick Lencioni.

SCU Core Values:
1. **Transparency**: Transparency implies openness, clear communication, respect, and accountability. Transparency is operating in such a way that it is easy for others to see what actions are performed. At SCU we believe that transparency leads to trust, improved problem solving, stronger unified teams, and enhanced productivity.

2. **Grit**: Grit is passion and perseverance toward long-term goals. A positive, non-cognitive trait based on an individual’s passion for a particular long-term goal coupled with a powerful motivation to achieve their respective objective. This perseverance of effort promotes the overcoming of obstacles or challenges that lie within a gritty individual’s path to accomplishment. At SCU, grit is the “Sprinting the Marathon” mindset that we have engaged in to be successful and reach long-term sustainability in the ever-changing healthcare and higher education environments. ([http://www.ted.com/talks/angela_lee_duckworth_the_key_to_success_grit.htm](http://www.ted.com/talks/angela_lee_duckworth_the_key_to_success_grit.htm))

3. **Sense of Humor**: Having a sense of humor is about having a sense of perspective and using the ability to find the humor in situations to manage stress and creatively problem solve. At SCU, adding relevant and safe humor is about celebrating work, not trivializing it. By occasionally taking ourselves lightly, while still taking our jobs seriously, mixing humor in an appropriate manner will lead to improved workplace productivity and morale.
**SCU Permission-to-Play Values:**
1) Respect
2) Integrity
3) Emotional intelligence
4) Team player
5) Accountability
6) Collegiality
7) Authenticity

**SCU Aspirational Values:**
1) Evidence based
2) Passion
3) Extra mile
4) Integrative
5) Adaptability

**Common Profile Qualities:**
1) Customer service focused
2) Willing to invest in student/client success by fostering positive relations, guidance, and assistance
3) A belief that no task that improves the University is beneath us/servant leadership
4) Be an ambassador of the brand
5) Be a part of recruitment
6) Resource innovator

**Profile-Specific Qualities By Category:**

1. **They promote positivity and teamwork**
   a. They actively work to build up teams and break down silos
   b. They actively work to be part of the solution
   c. They actively work to empower themselves and their teammates, working together in decision making processes

2. **They see how they can affect the bigger picture**
   a. They understand how their role helps to build the future of integrative healthcare
   b. They pay attention to the details

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**JOB SPECIFICATIONS:**

**EDUCATION:**
- A Master’s degree in Information &/or Library Science from an ALA accredited institution or a comparable field required.
- Extensive experience in knowledge management and data may be considered in lieu of educational credentials

**EXPERIENCE:**
- 5 years of experience working in the area of knowledge management and/or data management

**TECHNICAL:**
- Proficiency with Microsoft Office applications

**ABILITIES:**
- Strong organizational skills
- Detail oriented and accurate, with ability to multi-task
- Excellent communication and interpersonal skills
- Ability to think and act strategically

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