

Title: Knowledge Management Specialist II or III - Center for Global Health Engagement (Hybrid)

Workplace/City + State: Henry M Jackson Foundation for the Advancement of Military Medicine in Bethesda, Maryland

Link to Job Description and Apply Link:

<https://careers-hjf.icims.com/jobs/2642/knowledge-management-specialist-ii-or-iii/job?mode=view&mobile=false&width=980&height=500&bga=true&needsRedirect=false&jan1offset=-300&jun1offset=-240>

Description:

Join the HJF Team!

The Henry M. Jackson Foundation for the Advancement of Military Medicine (HJF) is a nonprofit organization dedicated to advancing military medicine. We serve military, medical, academic and government clients by administering, managing and supporting preeminent scientific programs that benefit members of the armed forces and civilians alike. Since its founding in 1983, HJF has served as a vital link between the military medical community and its federal and private partners. HJF's support and administrative capabilities allow military medical researchers and clinicians to maintain their scientific focus and accomplish their research goals.

This position will be in support of the Uniformed Services University of the Health Sciences (USU) Center for Global Health Engagement. The mission of CGHE is to provide operational support to the DoD GHE enterprise to meet national security objectives. This is accomplished by promoting DoD GHE thought leadership, acting as a think tank for the community, and providing DoD GHE operational support to the Joint Force through the conduct of DoD GHE training and education, support for DoD GHE-related research, programmatic support, as well as program/project assessment, monitoring, and evaluation activities.

Responsibilities

HJF is seeking a **Knowledge Management Specialist II or III** to serve as CGHE's knowledge management (KM) expert, leading and facilitating the development and implementation of knowledge management processes. The incumbent provides administrative project oversight to maximize the effective use of project resources for CGHE. The KM Specialist works on complex problems and identifies and proposes solutions. The incumbent will work closely with CGHE's Liaison to the Office of the Joint Staff Surgeon, and project teams to guide impact measurement and research activities for CGHE.

Responsibilities

- Identifies and develops strategic solutions to build capacity through KM efforts in support of the Center's strategic plan.
- Assists with the development and maintenance of KM strategies, including tools and processes.

- Researches, identifies, and provides strategic, structural, and technical recommendations on how to create and sustain solutions that address knowledge management gaps within CGHE and across the wider DoD GHE enterprise
- Monitors the effectiveness, maintenance, and use of KM programs and systems and utilizes findings to improve knowledge solutions over time.
- Assists in the creation of knowledge articles, standard operating procedures, job aids, and work instructions.
- Identifies, collects, reviews, and organizes documents and relevant knowledge in a repository accessible to all required personnel.
- Leverages content management systems (e.g. SharePoint, Google Drive, etc.) to facilitate data storage and retrieval.
- Provides coaching and training on knowledge management matters and promotes a culture of collaboration and knowledge sharing.
- Utilizes best practices to ensure knowledge is organized in a manner that supports maximum findability.
- Works with senior management and key stakeholders to identify critical knowledge gaps and opportunities.
- In collaboration with the Communications Specialist, promotes and disseminates information about GHE activities to internal and external audiences, including organizing knowledge-sharing events and tools to foster unity.
- Oversees the requirements set forth by the Federal Lead and Senior Program Manager by initiating and monitoring tasks; Facilitates regular, recurring team meetings and manages weekly due outs/deliverables.
- Contributes to strategic planning. Works with project stakeholders, including senior military personnel, to ensure detailed business and technical requirements are defined to ensure success. Develops and manages project plans from inception to deployment, applying project management methodology and enforcing best practice standards.
- Interacts with project stakeholders by facilitating information flow as a liaison between research staff, Principal Investigators, project sponsors, research administrators and HJF Program Management in the administration of knowledge management processes. Applies expertise in establishing more complex standard operating procedures and leading improvements. Responds to complex requests and escalated complaints.
- May perform other duties and responsibilities as assigned or directed by the supervisor. This may include attendance of and participation in required training for the role.

Required Knowledge, Skills and Abilities

- Knowledge of project management principles, and good communications, customer/client relationship skills and people management experience.
- Familiarity with assessing information-seeking behavior and knowledge cycles in order to gauge direction for customized knowledge management solutions.
- Ability to work completely independently, use sound judgment in solving problems, and coordinate many complex systems and requirements simultaneously.
- Outstanding attention to detail combined with creativity and initiative, with the ability to thrive in an environment of high expectations and driven by a growth mindset.
- Proven success in a cross-functional position, including strong interpersonal and relationship management skills to ensure collaboration and continuous learning.
- Experience with quantitative analysis, statistics, and/or data modeling preferred.

- Knowledge of DoD structure, Combatant Commands, and Military Health System preferred.

Physical Capabilities

- Lifting: Requires lifting materials over 25 lbs.
- Ability to stand or sit at a computer for prolonged periods.

Qualifications

Work Environment

- This position will take place primarily in a office setting.

Education and Experience

- Bachelor's Degree, preferably in Business, Government, Information Technology, or Information and Library Science. Master's Degree preferred
- Level III - 6-8 years of experience required
- Level II - 3-5 years of experience required

All HJF employees are required to be fully vaccinated against COVID-19. Proof of vaccination or an approved religious or medical accommodation will be required.

Employment with HJF is contingent upon successful completion of a background check, which may include, but is not limited to, contacting your professional references, verification of previous employment, education and credentials, a criminal background check, and a department of motor vehicle (DMV) check if applicable. Any qualifications to be considered as equivalents, in lieu of stated minimums, require the prior approval of the Chief Human Resources Officer.

Equal Opportunity Employer/Protected Veterans/Individuals with Disabilities

The contractor will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with the contractor's legal duty to furnish information. 41 CFR 60-1.35(c)

Any qualifications to be considered as equivalents, in lieu of stated minimums, require the prior approval of the Chief Human Resources Officer.