Knowledge Management Coordinator
Sutter Physician Services
Salt Lake City, UT

Description

The Knowledge Management (KM) Coordinator will leverage applications, tools, and resources to maximize the efficiency and value of the KM function. The KM Coordinator will develop and maintain KM collaboration sites (such as SharePoint and related resources) designed to maximize usage and sharing of the tools by the user community (operations leadership, agents, clients, etc). The KM Coordinator will work closely with the Implementation team to facilitate, manage, and execute new client services, applications, changes, protocols, and deployments. The KM Coordinator is responsible for staying abreast of KM technologies and implementing new or evolving uses, tools, and systems.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, protected veteran status, or disability status. External hires must pass a background check/drug screen.

Qualifications

Minimum Requirements:

1. Bachelors degree in Information Systems, Knowledge Management, Instructional Design, or a related field; or equivalent combination of education and experience
2. 2-5 years experience in workflow/process improvement, change management, records & document management, or KM.
3. Expertise with Microsoft products including Office, Visio, etc.
4. Three years experience working with Microsoft SharePoint (2010, 2007, or a combination of both) and Windows SharePoint Services

Preferred experience/skills:

1. Experience in the healthcare industry is preferred
2. 2-4 years experience in customer support services industry, contact center highly preferred.
3. Certified KM (CKM) preferred but not required