

## Knowledge Strategist Job Description

### Who we are

We are a seasoned team of knowledge experts that focus on the overall usability of support sites and the quality of the content within. We offer an unmatched and unbiased outside view from the customer and user perspective to provide insight into their true experience.

Each team member has years of content quality assurance, writing, and editing experience and are experts on many of the top content and knowledge management systems.

We take pride in our ability to understand the scope of the work that needs to be done, quickly develop an understanding of our client's unique environment, and then deliver results on time and within budget.

### What we do

We help leading companies improve their support sites and customer experience, while reducing support costs.

Knowledge is among the most valuable assets of any enterprise. Effectively extending knowledge to customers, support agents, and employees drives satisfaction, efficiency, and cost savings, but fully realizing these benefits can be elusive. We help leading companies leverage their knowledge, making it available to the right people at the right time, authored for maximum consumability. Our services span consulting at the program level on strategy, best practices, and governance to hands-on content authoring and optimization.

### Required Expertise

Irrevo Knowledge Strategists are experts in self-service support strategy at the program level and bring extensive experience defining enterprise initiatives, deploying content centric support programs, and orchestrating ongoing management and optimization of associated processes, content assets, and governance models.

The Knowledge Strategist will engage with Irrevo clients to understand their business environment, objectives, and current state to define opportunities for improvement and recommendations to drive transformation improvements. The Knowledge Strategist will have the ability to lead virtual and highly matrixed teams spanning the client and Irrevo to implement recommendations at the tactical level while assuring alignment with the strategic plan.

This role will have high level visibility to both Irrevo and client leadership and require the ability to communicate both written and verbally in a polished manner that instills confidence and demonstrates an unquestioned level of competence and expertise.

### Responsibilities

- Experience creating and implementing content strategies for the web including discovery, planning, analysis, migration, delivery and governance
- Proven ability to drive organization change based on analysis and recommendations
- Strong knowledge of customer journey mapping and online user interaction best practices (persona development)
- Develop Content Governance including process, standards, and workflow
- Recommend Audience and Role Based Permission Structure
- Develop, maintain, and put processes in place to enforce editorial style guidelines and preferred term usage
- Define the content lifecycle for client projects
- Create taxonomy and definitions recommendations
- Recommend Meta Data and/or Tagging strategy
- Provide regular detailed progress reports

In this role you will get to make quick decisions under pressure in ambiguous circumstances and show off your exceptional attention to detail and follow-through. You will also capitalize on your:

- Proven ability to communicate, present, and engage with our client's at the executive level
- Exceptional verbal and written communication skills
- Strong analytical skills: possess the ability to quickly analyze data, draw and present conclusions with actionable steps, and measure final outcomes
- Nature of being uncommonly detail-oriented
- Willingness to support several projects at one time, and to accept reprioritization as necessary
- Strong drive to create efficient procedures and processes
- Ability to negotiate with internal partners

## Requirements

- 7+ years of proven enterprise-level knowledge/content strategy consulting or internal experience
- Proven skill and expertise in knowledge management and/or enterprise content management systems
- Proven ability to work collaboratively and to deliver sound, actionable, and insightful recommendations that meet client requirements and exceed their expectations.
- Bachelor degree in a relevant field
- Love both high-level strategy and hands-on writing and editing for web and mobile experiences.
- Fluency in Microsoft PowerPoint, Excel, and Word applications
- Solid understanding of knowledge base technologies, website design, metrics/analytics and search engine optimization
- Access to and proficiency with personal computer (PC)
- Reliable Internet access, a PC, and telephone

This is a virtual contract position with the potential of a temp-to-perm employment opportunity. You should be comfortable working remotely from your home office.

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## To Apply

Email your resume to [jointheteam@irrevo.com](mailto:jointheteam@irrevo.com).