



**THE ASEAN SECRETARIAT
INVITES ASEAN NATIONALS TO APPLY
FOR THE FOLLOWING VACANCY**

SENIOR OFFICER KNOWLEDGE MANAGEMENT

Background

The Association of Southeast Asian Nations (ASEAN) was founded in 1967 with the purpose of promoting regional cooperation in Southeast Asia, in the spirit of equality and partnership and thereby contribute towards peace, progress and prosperity in the region. ASEAN comprises ten (10) countries in Southeast Asia. It was proclaimed a Community through the “Kuala Lumpur Declaration on ASEAN 2025: Forging Ahead Together”, signed by the ASEAN Leaders during their 27th Summit 2015. The ASEAN Community Vision 2025 calls for the ASEAN Community in forging ahead together, and to work towards building a community that is politically cohesive, economically integrated and socially responsible.

The ASEAN Secretariat was established in 1976 by the Foreign Minister of ASEAN with basic functions of providing greater efficiency in the coordination of ASEAN organs and for more effective implementation of ASEAN projects and activities. It is also envisioned to be the nerve centre of a strong and confident ASEAN Community that is globally respected for acting in full compliance with its Charter and in the best interest of its people. The ASEAN Secretariat (ASEC) is also the delegated central repository of ASEAN documents. To effectively and efficiently retrieve, share and distribute information/knowledge to both internal and external stakeholders, ASEC has established Knowledge and Document Management System and Knowledge Management Team. The ASEAN Secretariat is inviting qualified ASEAN Nationals to apply for the position of **Senior Officer Knowledge Management**.

Duties and Responsibility:

The Senior Officer is part of the Knowledge Management (KM) Team and reports directly to Director of Corporate Affairs Directorate (CAD). He/she will be responsible for the following duties:

1. Corporate Knowledge Management

- Conduct inventory of ASEC existing information artefacts and quality control of contents in Knowledge and Document Management System (KDMS).
- Manage day-to-day operations of KDMS including approving and publishing validated documents and contents into the system.
- Develop an organisation-wide knowledge management strategy including systems for capturing, organising and developing information and contents from ASEC KM Key sponsors.
- Develop and implement ASEC Guideline on taxonomy and metadata schemas.
- Translate user needs to knowledge requirements, capture and codify tacit knowledge.
- Create and implement effective organisational tools for evaluating, assessing and communicating knowledge sharing and utilization of KDMS.
- Develop and oversee implementation of strategies to foster knowledge sharing.
- Provide substantive and managerial leadership to KM Team.
- Prepare annual work plan for KM Team and ensure the key performance objectives are fully achieved.
- Develop and execute overall knowledge management strategy including transforming information into tacit knowledge that can be required by users.
- Analyzing the effectiveness of the KDMS by observing and monitoring its usage, and evaluate its impact in terms of the organizational benefits.
- Collate and disseminate information from external parties and regular review of information and data received from KM Key sponsors.

2. Promoting Knowledge sharing across ASEC

- Design incentive and promote culture of knowledge sharing culture among ASEC Staff Members.
- Collate, analyse and provide robust and detailed information to improve existing services.
- Contribute to the work of the KM Functional team by supporting and advising the team on how to develop and maintain an efficient submission/request for submission of contents.
- Be the focal point of contact for ASEC KM related matters and interact with the Staff Members and external parties.
- Utilize the available information/resources to design a KM training module for Staff Members and external users.
- Keep abreast of new developments in KM field, and further strengthen ASEC KM framework and KDMS.
- Support the Staff Members with their KM learning initiatives and development goals.
- Collaborate with HR Team in design and implementing learning activities.
- Manage knowledge-sharing events.

3. Policy and procedure development

- Develop and manage knowledge distribution policies.
- Coordinate closely with ASEC Key Sponsors and provide up to date KM tools and information.
- Develop guideline on indexing, taxonomy framework and content management.

4. Perform other related duties as assigned by the Director of Corporate Affairs and/or Deputy Secretary-General of ASEAN for Community & Corporate Affairs (DSG CCAD).

Qualifications and experience:

- Advanced or Bachelor degree in knowledge/information management, communication, information technology, learning and development, or other relevant discipline with a concentration on how to fuse together the people, the content, the technology and the process to facilitate learning in an organization.
- At least 3 years with advanced degree, or 5 years with bachelor degree of progressively responsive, professional-level experience in knowledge management, organizational learning, and other relevant experience.
- Extensive hands-on, with proven experience in delivering results on knowledge management and/or organizational learning activities.
- Work experience with international organizational or governmental that has a well-established KM system and policy.
- Experience in leading the design and development of an enterprise taxonomy.
- Understanding of text analytics to analyze unstructured qualitative information.
- Sound knowledge and understanding of explicit and tacit knowledge.
- Have proven knowledge on taxonomy construction, search metadata analysis, etc.
- Good analyzing skills and ability to tackle critical situations.
- Experience in project management, web content management.
- Demonstrated knowledge and experience in handling different types of KM systems/tools, and/or web content management.
- A good team player and experience in managing a team.
- Ability to write well with the objective of communicating complex ideas and problems to non-expert audiences.
- Good communications and interpersonal skills, including written, verbal presentation, and facilitation skills applied within multi-cultural settings.
- Excellent written and verbal communication skills in English.
- Experience working with statistical packages such as R, Stata, SPSS is an added advantage.

Remuneration and Benefits:

Successful candidate will be offered a basic salary of **USD 3,385** and an attractive remuneration package including housing, outpatient medical reimbursement, hospitalisation & life insurance, children's education and gratuity. Subject to good performance during the probation, the candidate will be offered a fixed term contract of three (3) years, inclusive of the six-month probationary period.

How to apply:

Send your application to asean.hr@asean.org highlighting your suitability and potential contribution to the position together with a **detailed CV, certified true copies of educational certificates and transcript for Bachelor and Master degree, including PhD (if any), and complete ASEC Employment Application Form** attached with recent photograph. Applications sent without ALL the documents mentioned above will **NOT** be considered.

Please indicate on the subject heading: **Application for Senior Officer Knowledge Management.**

Application documents should reach the ASEAN Secretariat by **13 December 2021**. The Selection Committee's decision is final and only shortlisted candidates will be notified.

Note:

- ASEC employment Form can be downloaded at: www.asean.org/opportunities/asec-employment-form
