

INTERAGENCY FOREIGN SERVICE NATIONAL EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. POST KAMPALA	2. AGENCY USAID	3a. POSITION NO. 358272100141
3b. SUBJECT TO IDENTICAL POSITIONS? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Agencies may show the number of such positions authorized and/or established:		

4. REASON FOR SUBMISSION
<input type="checkbox"/> a. Reclassification of duties: This position replaces Position No.: _____ Title: _____ Series: _____ Grade: _____ <input checked="" type="checkbox"/> b. New Position <input type="checkbox"/> c. Other (explain):

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority: MClass	Development Program Specialist (Knowledge Management)	10		
b. Other:				
c. Proposed by Initiating Office:				

6. POST TITLE POSITION (if different from official title) Knowledge Management Specialist (KM)	7. NAME OF EMPLOYEE Vacant
8. OFFICE/SECTION:	a. First Subdivision: Program & Policy Development Office
b. Second Subdivision:	c. Third Subdivision:

APPROVALS AND SIGNATURES SECTION			
9. This is a complete and accurate description of the duties and responsibilities of my position.	10. This is a complete and accurate description of the duties and responsibilities of this position. Zdenek Suda, C/PPD		
Typed Name and Signature of EMPLOYEE _____ <div style="text-align: right;">Date (mm-dd-yy)</div>	Typed Name and Signature of SUPERVISOR _____ <div style="text-align: right;">Date (mm-dd-yy)</div>		
11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position.	12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.		
Typed Name and Signature of SECTION CHIEF or AGENCY HEAD _____ <div style="text-align: right;">Date (mm-dd-yy)</div>	Typed Name and Signature of Human Resources Officer _____ <div style="text-align: right;">Date (mm-dd-yy)</div>		

13. BASIC FUNCTION OF POSITION

USAID/Uganda seeks to improve its information and knowledge management capacities such that information access and its practical application to program management and oversight are increased, staff interactions become more productive, and the organization's knowledge base is increased, with an overall goal of enhanced organizational efficiency and effectiveness. The FSN Knowledge Management Specialist (KMS) position will respond to findings from USAID/Uganda's Monitoring, Evaluation and Learning Assessment (MELA) conducted in February 2015, leveraging existing and future knowledge management platforms as well as coordinating and advancing important knowledge management opportunities within the Mission, the broader Agency, and with the Mission's implementing partners and stakeholder network. The position focuses on identifying, collecting, organizing, and interpreting data from Mission activities, including data generated from program and activity monitoring and evaluation; from key USAID and external studies that are technical/ programmatic in nature; and from organizational learning. The KMS position is charged with the sharing, utilization and retention of technical and programmatic knowledge within the Mission, in order to increase Mission staff's understanding of, and ability to positively influence, the development context of Uganda and the place of USAID's assistance programming within it. The KMS position will be responsible for helping to create practices, incentives, processes and feedback loops that encourage a robust knowledge management approach that enhances the positive development impact of USAID's assistance to Uganda. S/he is charged with management of the Mission's knowledge management website and database, and for ensuring compliance with the Agency "Big Data" data-collection and dissemination efforts as per Automated Directives System (ADS) chapter 509.

The incumbent directly supports USAID/Uganda's monitoring and evaluation, design, organizational learning and stakeholder engagement efforts using the Mission's Collaborating, Learning and Adapting (CLA) program-management approach. S/he provides key technical and administrative support to advancing a wide range of platforms and products for providing better analytical evidence for enhancing USAID's program management practices and creating and institutionalizing key learning networks within and beyond USAID/Uganda.

14. MAJOR DUTIES AND RESPONSIBILITIES**% OF TIME**

The KMS is responsible for providing guidance and support to the entire USAID/Uganda mission in increasing the identification, collection, analysis and dissemination of data from multiple sources (including studies, baseline-development exercises, assessments, evaluations, analyses, key reports and multimedia products) across the entire \$1.5 billion multi-year portfolio, in order to enhance the impact of Mission programming and the cost-effectiveness of Mission operations. S/he will increase the accessibility and ease of use of both technical and administrative information sources (mission orders, strategy documents, policy guidance, organizational charts, and activity databases, among others, by restructuring and then effectively maintaining the Mission KM database and website. The KMS is based in the Mission's Policy and Program Development Office (PPD), reporting directly to the Mission's Organizational Learning Advisor, and is a member of PPD's KM and Learning Team. The KMS also serves as the Mission's key archivist and data librarian, responsible for capturing (via written or other form of documentation), organizing, and making easily accessible a range of technical program and key administrative references from within and outside the Mission. The KMS will manage data on behalf of the Mission in a manner that is fully consistent with all relevant U.S. Government laws, rules and regulations and Agency policies governing data collection, storage, management and dissemination, including those governing cyber security and protection of sensitive but unclassified information. The KMS will periodically assess key knowledge management practices and needs, design and lead processes for enhancing data utilization for program design and management purposes. As the Mission's KM database manager, s/he is responsible for the organization and promotion of learning resources that are responsive to a variety of needs and learning preferences, for cultivating staff engagement and contribution and - in close coordination with USAID's Information Services Division (ISD) and Development Outreach and Communication (DOC) staff - ensuring that information in Mission databases is current, accurate, practical, and readily accessible. S/he ensures that the KM database and webpage include flexible, user-friendly search features and functions in order to facilitate the utilization of these resources. S/he may also assist USAID's Monitoring and Evaluation (M&E) team in designing, updating and promoting the use of various data management systems, including but not limited to those designed to support program performance monitoring and reporting, as well as those that support donor collaboration, host country reporting and communications. Responsibilities may also include content manager and/or facilitator for any externally-facing platform USAID/Uganda utilizes to engage with implementing partners, private and public sector stakeholders and partners around program-based collaboration and learning.

MISSION KNOWLEDGE MANAGEMENT FUNCTIONS (90%)

- Serve as Knowledge Management (KM) subject-matter expert for the Mission and the KM point-of-contact (POC) for USAID/Washington, with a focus on information collection, organization and dissemination.
- Serve as thought leader for the Mission with regard to KM best practices, leading the establishment of a culture of knowledge capture and sharing within the Mission through the implementation of KM tools, processes and enabling mechanisms for all staff.
- Provide expert advice and policy guidance to Mission senior management for KM issues and initiatives, in accordance with Agency policy and accepted industry best practices.
- Ensure strict adherence to USG and Agency rules, regulations and policies with regard to development of a Mission Intranet and the design, execution and modification of knowledge platforms, engagement strategies and content management practices for the Mission.
- Identify, evaluate and promote opportunities for Mission staff to use online KM tools and systems for greater work productivity, including opportunities for monitoring of the development context, enhancing Mission internal communications and knowledge sharing, and/or stakeholder engagement.
- Facilitate the dissemination and utilization of lessons learned throughout the [ADS 200] Program Cycle. This includes disseminating information on experiences and approaches from elsewhere in the Agency to the Mission, such as the Development Experience Clearing (DEC), and actively seeking, identifying, collecting and disseminating sources of learning and emerging best practice in the development-assistance field.
- Assisting, in collaboration with DOC, in the regular, timely distribution of resources and news items to Mission staff by way of newsletters, blogs or other appropriate online channels for internal communication and staff engagement.
- Ongoing liaison and planning with KM constituents, including the Mission's Monitoring, Evaluation and Learning contract, to maximize the Mission's productive utilization of available online KM resources
- Provides technical input to any assistance activity in the Mission for activities with a major Knowledge Management component, in collaboration with the Mission's Monitoring, Evaluation, Organizational Learning and Project Design functions.
- Serves as the default Contracting Officer's Representative/Assistance Officer's Representative for Mission-wide activities/implementing mechanisms whose primary focus is Knowledge Management.

COORDINATOR – EXTERNAL KNOWLEDGE MANAGEMENT INTERFACE (10%)

- Provides - where permitted, appropriate, and practicable – dissemination of data to KM systems external to the USAID Mission such as AidData and DevTracker that are operational within Uganda with the support of USAID/Washington and/or other bilateral or multilateral development-assistance agencies and organizations.
- Establishes working relationships with other bilateral or multilateral development-assistance agencies and organizations to promote, where appropriate and practicable, harmonization and/or alignment of non-sensitive development-assistance data collection and reporting systems, in support of the Organization of Economic Cooperation & Development/Development Assistant Committee's (OECD/DAC) Aid Effectiveness Principles.
- Oversees content, design and accessibility of externally-accessible Mission websites providing non-confidential KM data.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. Education: University degree in social sciences, communications, knowledge management, information technology/data systems management, library science or other related field is required. .
- b. Prior Work Experience: At least four years of progressively responsible experience in data management for a large (30 or more employees) public or private-sector organization are required. Candidate should demonstrate experience in the design and creation of knowledge generation, management and learning processes, systems and products that vary in media (in-person forums, as well as documents, video, social media) and platforms. These may include experience in online databases and libraries, and/or experience in scoping, designing and implementing varied tools such as online surveys, chat and blogging spaces, that complement live interaction taking place through meetings, conferences and/or ongoing team collaborations. Experience in the design and setting-up data libraries in both electronic and hard-copy form, and of searchable electronic databases and archives, is highly desirable.
- c. Post Entry Training: On the job coaching and training, COR/AOR training as needed.
- d. Language Proficiency (List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read): Level IV (fluent) English writing and speaking ability is required.

- e. Job Knowledge: Thorough, professional-level knowledge of the discipline of Knowledge Management, including knowledge generation, management and learning processes, systems and products that vary in media (in-person forums, as well as documents, video, social media) and platforms, and KM tools such as online surveys, chat and blogging spaces. Strong knowledge of ICT technologies and applications; knowledge of usability and user-centric web design techniques and the principles of web development; web programming such as HTML and Javascript; and knowledge of web content management systems such as Drupal and WordPress, is highly desirable.
- f. Skills and Abilities: 1.) Strong project management skills, and the ability to work as team member in a multi-cultural environment with a variety of people on real and virtual teams; 2.) ability to prioritize in a multi-tasking environment and cope with shifting timeframes and short deadlines; 3.) demonstrated capacity to develop/implement work plans, monitoring and evaluation activities, and reports; 4.) excellent writing and editing skills in English; 5.) excellent interpersonal, oral/written communication skills, able to work in team-based environments; 6.) demonstrated ability to achieve consensus among multiple and diverse counterparts, to be flexible, and to adapt to changing situations as needed; 7.) Demonstrated ability to assess and tailor knowledge management solutions to user demand and to a wide range of user KM knowledge and experience, to influence organizational behavior change, and to apply an understanding of practices in usability design and testing, and change management; 8.) interest in investigating and applying new tools, approaches and solutions, in a context with broad client definition, experience and motivation to further ease workflows and enhance results; and 9.) ability to independently analyze political, social, economic, and policy issues.
- g.

16. POSITION ELEMENTS

- a. Supervision Received: The position will be supervised by the Organizational Learning Advisor. The incumbent will receive minimal day-to-day supervision as well as general and technical guidance. The incumbent is expected to carry out all duties in an independent manner, calling on the supervisor guidance on major policy-related matters.
- b. Supervision Exercised: None.
- c. Available Guidelines: USAID policies and procedures.
- d. Exercise of Judgment: The incumbent is expected to exercise a high degree of independent judgment and initiative in carrying out assigned tasks. The incumbent is also expected to exercise a high degree of discretion in determining the relative level of access to potentially sensitive information by KM system users, particularly those external to USAID.
- e. Authority to Make Commitments: None.
- f. Nature, Level, and Purpose of Contacts: As Mission Knowledge Manager and Intranet Webmaster, the incumbent will have ongoing liaison and planning with the DOC and PPDO teams, PPL and USAID/Washington Africa and Program, Policy and Learning Bureaus and Office of the Chief Information Officer for the purpose of guiding the KM processes at Mission level. The incumbent will also work particularly closely with the Mission's Monitoring, Evaluation and Learning contract, implemented under the direction of PPD. Promoting active participation in professional user groups related to webinars KM policy and implementation, as well as Intranet and web development. Such groups include, but are not limited to the following: US Department of State's Web Developers Forum; Global health Knowledge Cooperative; USAID Mission website Administrators Forum; Knowledge management practitioners Group on LinkedIn. Outside of USAID, the incumbent will have contact with representatives/counterparts from USAID's implementing partner community, development/donor partners, and country stakeholders such as District officials, GOU Ministries, and community based organizations. for the purpose of gathering and sharing knowledge, research and lessons learned, generating collaborative learning fora and products, to strengthen USAID and other programs, results and sustainability. These counterparts will likely include monitoring, evaluation and learning representatives, as well as information technology and data management roles across these stakeholders.
- g. Time Expected to Reach Full Performance Level: One year.