Position Description

Knowledge Administrator

Reports to	Location	Band	Date
Head of Strategy and Architecture	Wellington	14	March 2025

Role overview

The Knowledge Administrator will capture, maintain, organise and monitor our knowledge and information bases, to ensure they are accessible and support Education Payroll to use knowledge to solve problems and make decisions.

This role will perform business knowledge management tasks, including administration of ARIS, SharePoint and other corporate knowledge bases. It will help codify and maintain the architectural knowledge of Education Payrolls software systems, so that this can be easily accessed by different stakeholders.

The Knowledge Administrator will support the leaders, in particular Head of Strategy & Architecture and the Head of Infrastructure Services, with information governance/stewardship and decision-support.

Key responsibilities and accountabilities

Enterprise Knowledge Management	Manage and maintain Education Payroll's corporate knowledge bases, ensuring they are accurate, up-to-date, and easily accessible to all users.
	Work in collaboration with subject matter experts to create knowledge-bases that identify and capture relevant knowledge and information, ensuring that it is organised and structured effectively.
	Develop and implement knowledge management policies and procedures, and train users on how to effectively use the knowledge base.
	Monitor and analyse usage data to identify opportunities for improving knowledge bases and user experience.
	Collaborate with other IT teams to integrate knowledge bases with other systems and applications.
	Provide support to users who are searching for information or have questions about knowledge bases.

	Ensure that knowledge bases are compliant with organisational policies and procedures, as well as any applicable regulatory requirements. Stay up to date with emerging trends and technologies in knowledge management and recommend improvements to knowledge bases.
Architectural record management	Promote effective use of Education Payroll's information resource, by managing architectural knowledge and artifacts to support their re-use. Co-ordinate architecture governance forum, record design decisions and store information in an accessible manner. Record information about Education Payroll's technology systems, business needs, requirements, rules and processes using agreed conventions and templates.
ARIS administration	Maintain the ARIS database: including establishment of project databases, consolidation activities and back up management. Manage user requests including licence management activities, such as timely and appropriate licence allocation and requests for additional licences. Manage user access and group management to ensure correct access to database folders. Maintain quality and integrity of models though quality and semantic checks. Ensure models are approved and meet quality standards before release. Ensure the taxonomy is appropriate and the models are published into the correct part of the taxonomy. Generate reports and dashboards to report on agreed KPIs (periodic and ad hoc). Monitor release cycle management for moving models from work in progress database to published database. Raise and manage service requests with the vendors such as SoftwareAG. Maintain platform including upgrade.

	Continuous improvement of the ARIS platform and seek new ways to deliver value and enhance Education Payroll's investment.

Leadership expectations

The following leadership expectations apply to this role.

Lead self	Demonstrate Education Payroll values:
	• Ako | Learning & improving
	• Mahi tahi | working together
	• Aro ki te kiritaki | Customer focus.
	Maintain positive relationships.
	Hold yourself accountable.
	Be agile and adaptive.
	Show courage.
Lead Education Payroll	
Risk management	Identify, assess, mitigate and record risks arising from internal process, people, systems or external events that could potentially disrupt business operations and/or breach legislative requirements. Escalate risks that cannot be sufficiently mitigated within your span of control. Take collective responsibility for enterprise risk management and understand the cumulative impact of risks across the organisation.
Customer orientation, continuous improvement and quality assurance	Consider the customer perspective, needs and satisfaction in all aspects of business strategy and operations. Approach operations with a continuous improvement mindset, working to enhance products, processes and services incrementally over time. Assure performance and quality objectives are being met through regular assessments and reviews. Take appropriate action where performance is below standard.

Required experience, skills and knowledge

To be successful in this position you will need:
- experience managing and maintaining a knowledge base, preferably using a knowledge management system such as Confluence, SharePoint or ARIS

- ability to work with subject matter experts to capture and organize knowledge and information effectively
- excellent communication and interpersonal skills, with the ability to work effectively with users and stakeholders at all levels
- strong analytical and problem-solving skills, with the ability to identify opportunities for improving the knowledge base and user experience
- strong organisational skills and attention to detail
- an understanding of knowledge management principles, methodologies & best practices.

Desired skills:

- experience developing knowledge management policies and procedures
- experience with information architecture and taxonomy design
- familiarity with search engine optimization (SEO) and other techniques for improving searchability of the knowledge base.