



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

**SENIOR OFFICER KNOWLEDGE MANAGEMENT**

**Background:**

The ASEAN Secretariat (ASEC) was established in February 1976 by the Foreign Ministers of ASEAN. Currently staffed with about 370 people, the mission of ASEC is to initiate, facilitate and coordinate ASEAN stakeholder collaboration in realizing the purposes and principles of ASEAN as reflected in the ASEAN Charter.

ASEC is the delegated central repository of all ASEAN documents. Over the years, many documents including legal instruments, agreements, protocols, blueprints, plan of actions etc. have been adopted and concluded by ASEAN. Although there has been an accumulation of documents, no corresponding Knowledge and Document Management System has been developed to effectively and efficiently retrieve, share and distribute information/knowledge to both internal and external stakeholders.

ASEC is currently in the process of designing and developing a Knowledge and Document Management System (KDMS) and establishing a KM Core Team to manage the to-be-established KDMS. The roles of KM Core Team include:

- Publishing and storing all approved, validated document in the system
- Developing KM strategy, policy and SOPs;
- Conducting inventory of ASEC existing information artifacts and quality control of contents in KDMS;
- Designing incentive and promoting the culture of knowledge sharing in ASEC; and
- Developing and executing overall ASEC KM strategy including transforming information into knowledge.

Therefore, the ASEAN Secretariat is seeking qualified candidate to apply for the position of **Senior Officer Knowledge Management**.

### **Duties and Responsibilities:**

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

#### **I. Corporate Knowledge Management**

- Conduct inventory of ASEC existing information artefacts and quality control of contents in KDMS;
- Work closely with the to-be-selected consultancy firm on the design and development of KDMS, and when KDMS is in place, manage day-to-day operations including publishing and storing all approved, validated documents in 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;
- Create and implement effective organisational tools for evaluating, assessing and communicating knowledge sharing and utilization of KDMS;
- Ensure the to-be-established KDMS attain and maintain the required level of KM maturity;
- Develop and oversee implementation of strategies to foster knowledge sharing;
- Provide substantive and managerial leadership to KM Core Team;
- Prepare annual work plan for KM Core Team and ensure the key performance objectives are achieved fully;
- 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.

#### **II. 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.

### **III. 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;

### **IV. Perform other related duties as assigned by the Director of Corporate Affairs and/or Deputy Secretary-General Community & Corporate Affairs Department.**

#### **Qualifications and experience:**

- At least 3 years with advanced degree, or 5 years with Bachelor degree of progressively responsive, professional-level experience in knowledge management;
- Extensive hands-on, with proven experience in delivering results on knowledge management;
- 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;
- Strong experience working with statistical packages including R, Stata, SPSS, to deliver on a variety of quantitative tasks;
- 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;
- Demonstrated knowledge and experience in handling different types of KM systems/tools;
- 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.

#### **Remuneration and Benefits:**

This position is funded under the KDMS Project for eighteen (18) months, with a possibility of extension. Successful candidate will be offered a monthly lump sum remuneration at a minimum of **USD 5,577**. The remuneration package covers basic salary, housing, utility, gratuity and health insurance.

**How to apply:**

Send your application to [asean.hr@asean.org](mailto: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 March 2019.** 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](http://www.asean.org/opportunities/asec-employment-form).
- ASEAN Secretariat Staff shall not be retained in active service beyond the age of 60 years. Age shall **not be more than 57 years old** at time of application.

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