

IT Knowledge Manager

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Company: Sapiens

Location: bangalore

Category: other-general

About Us Sapiens International Corporation (NASDAQ and TASE: SPNS) is a leading global provider of software solutions for the insurance industry, with a growing presence in the financial services sector. We offer integrated core software solutions and business services, and a full digital suite for the property and casualty/general insurance; life, pension, and annuities; and reinsurance markets. Sapiens also services the workers' compensation and financial and compliance markets. Our portfolio includes policy administration, billing, and claims; underwriting, illustration and electronic application; reinsurance and decision management software. Sapiens' digital platform features customer and agent portals, and a business intelligence platform. With a 40-year track record of delivering to more than 600 organizations, Sapiens' team of over 5,000 employees operates through our fully-owned subsidiaries in North America, the United Kingdom, EMEA, and Asia Pacific. For more information: www.sapiens.com.

Responsibilities: Knowledge Base Management: Create and implement knowledge management strategies to capture, organize, and maintain critical information. Develop and curate a comprehensive knowledge base that includes technical articles, training materials, and best practices. Ensure the knowledge base remains up-to-date, accurate, and accessible to all stakeholders. End-User Support: Leverage your experience in supporting end users within IT roles. Assist users in resolving technical issues by providing clear and concise documentation from the knowledge base. Collaborate with IT teams to enhance user experience and troubleshoot common problems. Technical Expertise: Proficiency in Microsoft 365 (Office 365) suite, including SharePoint, Teams, and OneDrive. Familiarity with ServiceNow or similar IT service management platforms. Ability to

create Analytic reports based on ITIL High technical orientation to understand complex IT processes and systems. Training and Knowledge Transfer: Conduct training sessions to educate employees on utilizing the knowledge base effectively. Facilitate knowledge transfer between IT teams, ensuring seamless collaboration and cross-functional learning. KCS Methodology: an advantage Apply your familiarity with the Knowledge-Centered Service (KCS) methodology to drive continuous improvement. Promote KCS principles, such as capturing knowledge during incident resolution and evolving content based on user feedback. Communication Skills: Exceptional verbal and written English communication skills. Articulate complex technical concepts in a user-friendly manner. Collaborate with stakeholders across departments to promote knowledge sharing. Qualifications: 5-8 years of relevant experience in knowledge management, technical writing, or IT support. Proven ability to implement effective knowledge transfer practices. Additional Information: This position includes working on global IT projects to improve knowledge sharing to internal employees and IT team members..

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